

DEPARTMENT *of* ADMINISTRATION



**South Carolina Office of
ECONOMIC
OPPORTUNITY**

***Program Year 2019
Administrative Guide for
CSBG & LIHEAP***

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CSBG

Community Services Block Grant

The Community Services Block Grant (CSBG), administered by the states, provides core funding to local agencies to reduce poverty, revitalize low-income communities and to empower low-income families to become self-sufficient. The CSBG is currently authorized under the 1998 CSBG Act.

Agencies in the CSBG network are Community Action Agencies (CAAs), created through the Economic Opportunity Act, a predecessor of the CSBG. Community representation and accountability are hallmarks of the CSBG network, where agencies are governed by a tri-partite board. This board structure consists of elected public officials, representatives of the low-income community, and appointed leaders from the private sector.

CSBG is not required to implement verification requirements, therefore, “**Non-citizens, regardless of their alien status, should not be banned from Community Services Block Grant programs**” (CSBG IM No. 30, US Department of HHS for Children and Families Office of Community Services Division of State Assistance).

The federal income eligibility is based on a household's earnings/contributions and must not exceed 125 percent of the federal poverty level (FPL).

2019 COMMUNITY SERVICES BLOCK GRANT CFDA 93.569

TABLE OF CONTENTS

CSBG Program Overview	1
Community Needs Assessment.....	1
Income Eligibility Requirements	1
Pay Frequencies.....	2
Contribution/Income Exclusions.....	2
SSI Income.....	2
Calculating Self-Employed Individuals.....	3
Declaration of Zero Income.....	3
Utility Checks.....	3
Serving Families with Foster Children.....	3
Program Eligibility	4
Frequency of CSBG Services.....	4
CSBG Client Assistance Payments	4
CSBG Program Planning & Reporting	4
2019 Federal Poverty Income Guidelines	6
General Emergency Assistance Program (GEAP)	6
Allowable and Unallowable Charges.....	6
GEAP Emergencies.....	6
GEAP Customer Assistance.....	7
GEAP Customer Files.....	7
Local Initiative Projects	7
Youth Leadership (YLP)	8
File Maintenance	8
Stipends.....	8
Internships.....	8
Staff Training.....	9
Appendix A: GEAP Checklist	
Appendix B: Local Initiative Project Checklist	
Appendix C: Youth Leadership Checklist	
Appendix D: <i>Updated!!!</i> CSBG ROMA Outcome Measures Report	

PROGRAM OVERVIEW



CSBG services shall seek to promote social and economic self-sufficiency through the achievement and development of knowledge, skills and abilities that will enable low-income individuals to effectively respond to and manage those life circumstances that negatively impact their well-being and accomplishment of life goals. Through the strengthening of individual and family competencies, services shall enable low-income persons to mobilize the resources and support necessary to deal with existing problems, needs and future aspirations.

Linkages will be developed with local entities to fill identified gaps in services through the provision of information, referrals, case management and follow-up consultations. Funds made available to eligible entities will be coordinated with other public and private resources and may be used to support innovative community and neighborhood-based initiatives with the goal of strengthening families.

State Community Service Programs include:

- Employment
- Education
- Income Management
- Housing
- Emergency Services
- Nutrition
- Self-Sufficiency
- Health

Community Needs Assessment

The State will secure from each eligible entity, a **current community-needs assessment** for the community served, to include each county served, which may also be coordinated with community-needs assessments conducted for other programs. OEO requires a comprehensive needs assessment once every three (3) years. The needs assessment should be updated, as needed, during the interim years. **The next comprehensive needs assessment is due to OEO in**

August 2019 with the submission of the program year (PY) 2020 Community Action Plan.

Results-Oriented Management and Accountability (ROMA) System

Eligible entities will participate in and comply with the ROMA System, which the Secretary facilitated development of pursuant to Section 678E, utilizing SCROMA and provide a description of specific measures to be used to substantiate the outcomes of each funded program and eligible entity (CAA) performance in promoting self-sufficiency, family stability, and community revitalization.

INCOME ELIGIBILITY REQUIREMENTS



Income Eligibility

Application must be made in the designated service area. The Federal Poverty Guidelines must be used as the primary criterion in determining income eligibility. To receive assistance under any CSBG project involving direct services, an applicant's total household income must not exceed 125% of the poverty level. Household is defined by the Bureau of Census as consisting of all persons who occupy a housing unit (i.e., house or apartment), whether they are related to each other or not. Total household income is based on income at the time of application.

The purpose of the income determination is to establish an individual's eligibility for services in accordance with the statutory definition of poverty level. The goal is to implement program services that will enhance and promote self-sufficiency, and not to penalize low-income persons as they move from poverty to self-sufficiency.

When calculating total household income, include all income (use actual amount; do not round) for the last 30 days (including the date of application), to determine "gross" income. Use gross SSI and SSA benefit amounts.

How to calculate Child Support

When calculating child support to determine applicant eligibility, **add all payments made within 30 days, to include the date of application, and enter the total**

“gross” amount into DBA using the Monthly pay frequency.

Pay Frequencies

With the exception of child support, income should be entered in DBA FACSPRO based on the frequency of payroll periods using gross amounts: when an applicant or household member is paid **weekly** throughout the 30-day period, enter the income as “weekly”; if paid **bi-weekly** (every two weeks or 14 days) enter income as “bi-weekly”; if paid **semi-monthly** (twice per month) enter as semi-monthly; if **monthly** (paid once each month) enter as monthly.

When an applicant or member of the household has earned only one paycheck in the 30-day period, enter it based on the frequency of payroll period, also. When calculating the income of **day laborers**, collect all income received within 30 days of the date of application, and calculate income using the monthly pay frequency. SC ROMA (DBA FACSPRO) will provide the calculations to determine eligibility.

When manually calculating income, use actual amounts (do not round amounts). For example, if the amount is \$150.50, **enter** \$150.50 not \$151.00. To determine the accurate 30-day income to be entered into DBA FACSPRO, the calculations are as follows:

Weekly: (((amount1 + amount2 + amount 3 + amount4) /4) * 4.33)

Bi-Weekly: (((amount1 +amount2) /2) * 2.165

Semi-Monthly (amount1 + amount2)

CONTRIBUTION/INCOME EXCLUSIONS

Contributions/donations from non-profits should not be included as income unless the funds are given directly to the customer. Funds paid directly to the vendor on the behalf of the customer should not be counted as income.

Income Tax Refunds

Tax Refunds should not be included as income (refer to US HHS IM 119 or LIHEAP Memorandum No. L08-05 for additional information).

Income is not calculated for persons under age 18 (to determine income eligibility); however, if the youth

provides finances to the adult household member for expenses, the amount must be included as income to the adult under miscellaneous/cash contributions. If household members under 18 receive Social Security or Disability income, the gross amount must be included as income under the payee or custodial adult’s name living in the household.

Please note: **The current DSS printout may not be used to verify members of the household, or earned income;** however, it may be used to verify utility check, child support and Temporary Assistance for Needy Families/Family Independence (TANF/FI) amounts if listed on the printout.

Student Loans

Student loan refunds should be included as income only if funds are used to help sustain the household.

AWARD LETTERS

(Social Security, Supplemental Security Income, VA Benefits, Pensions, etc.)

A current year’s award letter may be used to verify income, using the gross amount.

Supplemental Security Income (SSI)

Proof of disability is to be provided from a current or prior year’s award letter from the Social Security Administration (SSA), a current year’s letter from Vocational Rehabilitation or the Veterans Administration, disability income check, or an official handicapped sticker bearing the appropriate photograph. Disability may be either temporary or permanent. This medical documentation must be attached to the application on file.

“Disabled” describes an individual who has a physical or mental impairment that prohibits one from working at any substantial employment that otherwise s/he would reasonably be able to perform and that will probably continue for an indefinite period of at least 12 months or who has been certified as permanently and totally disabled by a state or federal agency qualified to render that decision. Short-term disability and workman’s compensation is also recognized as a form of disability.

A spouse or child receiving Social Security benefits is not necessarily disabled. There are three types of social security payments: (1) retirement payments as early as age 62, (2) survivor payments made at any age, and (3)

disability payments made to disabled persons under the age of 65. The medical standards for disability are the same for Social Security (SS) as for Supplemental Security Income (SSI) for individuals age 18 or older. There is a separate definition of disability for SSI children under age 18. **Any questions, you may contact your local Social Security office or call 1-800-772-1213. SSA has asked that CAAs contact them at the aforementioned number or your local SSA office if documents are required to service customers rather than sending customers to their office for documents.** “Understanding SSI” is available online at: www.socialsecurity.gov/ and www.socialsecurity.gov/notices/supplemental-security-income/text-understanding-ssi.htm.

SSI payments are made in three categories: (1) to aged individuals – 65 or older, (2) to disabled persons under 65 who have an impairment so severe the person cannot do any substantial work, and the impairment will last 12 months or result in death, and 3) to blind individuals under age 65 and legally blind. Even children may receive SSI payments if blind or disabled, based upon the parent(s) resources and income.

How to Calculate Self-employed Individuals

When an individual is self-employed and operating a business outside of the home, use the “Net” Profit. An individual must provide the **entire** 2018 (most recent) signed Federal Tax Form pertaining to the business (e.g. 1040 Schedule C of Profit or Loss or 1040 Schedule C-EZ). For Form 1040 schedule C, use total from line 31(Net Profit), divide it by 12 = monthly income amount. If using form 1040 schedule C-EZ, line #3 should be used. Other IRS forms include Form 1065 Partnership Return of Income (request Tax Schedule K-1 Form 1065 Partner’s Share of Income, Deductions, Credits), Form 1120S (request Tax Schedule K-1, Form 1120S). When an individual is self-employed, operating an in-home business, such as child care, use the “gross” income. An individual must provide **entire** 2018 (most recent) signed Federal Tax Form pertaining to the business.

When only recently self-employed, an individual must provide quarterly or monthly tax statements provided by the South Carolina Department of Revenue. If the self-employed individual does not file his/her taxes quarterly, provide a copy of the business license and Declaration of Zero Income form. **How to calculate quarterly taxes:** Divide the most recent quarterly tax amount by 3 = average monthly income amount. Appointment books should not be used to verify income. When an individual’s business has been terminated, verification of

termination is required (e.g. state certification verifying termination).

Declaration of Zero Income

Persons with Zero (0) income must complete the Declaration of Zero Income form. If the applicant is receiving funds from someone other than a household member to pay their bills, determine the monetary amounts, calculate those amounts and enter the average monthly income total into DBA as “Outside Assistance or Other Income Sources”. Items that *could* be captured on the Declaration of Zero Income form include: child support (contributions from a parent or court-ordered), utility check or monetary contributions to the household outside of employment. ***Note: Be sure not to duplicate income.** *

If a youth (under age 18) provides finances to the adult household member for expenses, the amount must be included as income to the adult under miscellaneous/cash contributions on the Declaration of Zero Income form.

The Declaration of Zero Income form should be used as a last resort, when all efforts have been exhausted to provide enough supporting documentation.

Utility Checks

Utility checks made payable to and **issued directly to the customer** should be calculated as income when determining eligibility since the customer is not required to remit/forward this payment to the utility vendor as payment for services.

Utility checks **issued directly to vendors** monthly on behalf of applicants who reside in subsidized housing are benefits to subsidize the already very low-income status of those households. In these instances, benefits are not to be counted as income on the application.

Serving Families with Foster Children

When serving households with state-placed foster children, the foster child should **not** be included as a member of the household. These children are considered wards of the state. A DSS placement letter is required in the file. Monthly allowances made to foster parent(s) as reimbursement for the cost of caring for the child **should not** be counted as income. However, separate wages paid to the parent **should be** included as income, as these funds are considered payment to the temporary caretaker.

PROGRAM ELIGIBILITY

After an applicant has been determined to be income eligible, program eligibility must be established in accordance with the State Plan, the Subgrantee's approved CSBG Community Action Plan and/or Federal and State laws, policies and procedures.

The Executive Director must approve all agency employee, board member and employees of other CAA's applications for assistance by signing and dating the application BEFORE payment is rendered.

Agency staff should not prepare applications for their family member(s).

All customer documents must be current and accurate to determine program and income eligibility.

Applicant must provide a copy of his/her current official (government or state-issued) pictured identification such as State (SC) Identification Card, SC Driver's License, Military ID, Employment ID, Passport, Voter Registration Card bearing photo. Eligible residents may obtain a SC Identification Card from the SC Department of Motor Vehicles.

All information provided for income and program eligibility must be consistent. If a client's address listed on the application or bill does not match the address listed on their driver's license/ID, their address may be changed and printed online at: <https://www.scdmvonline.com/dmvp/public/trans/AddrChange.aspx>. If the online process cannot be accomplished, the customer is responsible for providing the current driver's license/ID.

If an elderly applicant (aged 75+) does not have a driver's license or a state-issued ID card, an expired ID with a clarifying statement, or a picture of the applicant and a copy of the applicant's birth certificate may suffice. If an elderly applicant does not have a birth certificate, a letter from the Department of Health and Environment Control (DHEC) stating that the client does not have a birth certificate on file is appropriate.

Serving Undocumented Immigrants

CSBG is not required to implement verification requirements, therefore, **"Non-citizens, regardless of their alien status, should not be banned from Community Services Block Grant programs"** (CSBG IM No. 30, US Department of HHS for Children and Families Office of Community Services Division of State Assistance).

Frequency of CSBG Services

The frequency of CSBG services is determined by the eligible entity (CAA) and approved by OEO via the agency's annual Community Action Plan.

Maximum Allowance of Services

The maximum amount of CSBG funds allocated per household is determined by the eligible entity (CAA) and approved by OEO via the agency's annual Community Action Plan.

CSBG CLIENT ASSISTANCE PAYMENTS

Each check and/or voucher must be made payable only to the vendor from whom the applicant proposes to obtain services. Payments made to vendors on behalf of clients using CSBG funds must be made by either a two-party check or OEO-approved two-party voucher system.

The voucher/check or other form of payment used for direct client (monetary) assistance shall be documented as follows:

- CAA's (Subgrantee) name as payer;
- Vendor's name as payee; and
- Eligible applicant's name as recipient.

CSBG PROGRAM REPORTING



Logic Model Targeting & Projections

A logic model (also known as a logical framework, theory of change, or program matrix) is a tool used by funders, managers, and evaluators of programs to evaluate the effectiveness of a program. They can also be used during planning and implementation.

The GPRA legislation (Government Performance and Results Act of 1993/ Modernization Act of 2010) refers

to “**performance plans**” and “**performance goals**,” which both relate to the concept of planning for specific results. This references two kinds of targets: the number of people who are expected to be served and the number of people (of those served) who are expected to achieve an outcome. These targets are identified in planning, so they can be assessed in the evaluation phase.

To improve program targeting, OEO allows agencies the flexibility to adjust program projections as the state receives updated notices of funding. Subgrantees will have a maximum of ten (10) business days following South Carolina’s notice of CSBG Awards to update services and/or projections on the ROMA logic model. Logic models and targets cannot be altered after the state’s final award has been received for the program year. Instead, 20% variances below or exceeding the targeted projections should be explained in the annual report (*Ex. Anticipated funding was reduced, therefore, participant enrollment was limited*). Completed logic models (column 5, Actual Results) are due to OEO no later than January 15, 2020.

CSBG ROMA Outcome Measures Report

CSBG ROMA Outcome Measures Reports are due to OEO quarterly on the 15th day following each quarter, for the first through third quarters. Each agency’s Annual Report submission (due to OEO no later than February 15th) will serve as the agency’s 4th quarter report. All reports must be submitted in a timely manner; timeliness will be reported on risk assessments.

Certified ROMA Trainer/Implementer Tracking Report

To comply with the requirements for ROMA Certified Trainers/Implementers, OEO will monitor each ROMA Trainer/Implementer to ensure the accomplishment of applied training hours. The tracking report will be due to OEO quarterly on the 15th day following each quarter. All reports must be submitted in a timely manner; timeliness will be reported on risk assessments.

Each Nationally Certified ROMA Trainer (NCRT) is required to conduct at least one full Introduction to ROMA training each year (this applies to every year that you are an active NCRT), and provide a report of your training activities to the national office (via http://www.roma-nptp.org/training_info.html).

To assure on-going competence as a ROMA Professional, National Peer to Peer Training (NPTP) requires NCRTs attend the In-service Continuing Education Program (ICEP) at least once in each recertification period.

If you have been certified as an Implementer during this period (making you dually certified), or if you became a Master Trainer during this period, you can use this certification in place of either of these two aforementioned items. Make a note in the appropriate text box. Note: Even if you use this option, you are to provide a plan for provision of at least one Intro to ROMA training in each of the upcoming three years. **WITHOUT RECERTIFICATION, NCRTS WILL BECOME INACTIVE.**

Board Meeting Minutes

To assure board compliance (as outlined in South Carolina’s 2019 CSBG State Plan), eligible entities will provide the OEO, **via DBA’s Board Pro**, a current board of director’s roster and completed and signed board composition forms. Changes in composition are to be reported to the OEO within thirty (30) days of the change. Additionally, Subgrantees will upload minutes to Board Pro for each board meeting no later than thirty (30) days following the approval of the minutes in DBA.

Organizational Standards

To ensure the consistent achievement of the 58 Organizational Standards as required by OCS, OEO requires each CSBG eligible entity (CAA) to upload and maintain all standards to DBA for OEO approval. **Standards must be achieved according to the Calendar of Required Actions, no later than December 31st.**



USE FOR CSBG SERVICES: COMPUTED AT 125% OF FY 2019 POVERTY GUIDELINES

<u>FAMILY SIZE</u>	<u>125% MONTHLY POVERTY GUIDELINES</u>	<u>125% ANNUAL POVERTY GUIDELINES</u>
1	\$1,301.04	\$15,612.50
2	\$1,761.46	\$21,137.50
3	\$2,221.88	\$26,662.50
4	\$2,682.29	\$32,187.50
5	\$3,142.71	\$37,712.50
6	\$3,603.13	\$43,237.50
7	\$4,063.54	\$48,762.50
8	\$4,523.96	\$54,287.50
For each additional person, add	\$ 460.00	\$ 5,525.00

The 2019 poverty guidelines are in effect as of January 11, 2019. Publication in the Federal Register is delayed due to temporary closure of federal offices but can be referenced at <https://aspe.hhs.gov/poverty-guidelines>.

GEAP

(General Emergency Assistance Program)



Each eligible entity (CAA) is required to provide an emergency assistance project referred to in the State of South Carolina as the General Emergency Assistance Program (GEAP). The maximum service amount per household is determined by the agency and approved by OEO. **Not more than one GEAP service should be provided to a household within a 30-day period.** The purpose of this project is to assist low-income persons in meeting the emergency needs confronting them within 72 hours or sooner (42 U.S.C. § 9908(b)(1)(A)(vi); PY 2019 CSBG State Plan). The timeframe required to address emergency services begins once the agency collects all documents necessary to determine the household's eligibility.

The U.S. Department of Health and Human Services has stated that agencies are to have mechanisms in place to resolve emergencies over weekends and holidays. This may include a 24-hour contact name and number or may provide for staff to work weekend hours in case of fires, life threatening temperatures and/or acts of God. Carefully document files in these situations.

Section 678F(a)(1) of the CSBG Act (Limitations on use of funds) does not allow the State or any other person with which the State decides, to use CSBG funds

for the purchase, construction, or permanent improvement (other than low-cost residential weatherization or other energy-related home repairs) of any building or facility. Therefore, **if a customer is renting to own/with the option to own the property, rental assistance cannot be provided with CSBG funds.**

GEAP Allowable and Unallowable Charges

GEAP funds **may be** used to pay:

- Rental Deposits
- Emergencies approved by OEO
- Late Fees
- Court Costs
- Lot Rent
- Mandatory and/or regulated fees required for service

GEAP funds **may not** be used to pay:

- Mortgage/ **rent-to-own agreements**
- Meter tampering charges, security systems and returned check fees.

“EXAMPLES” OF GEAP EMERGENCIES (this list is not inclusive of all allowable emergencies):

- Eviction/Eviction Notice/Notice from Landlord
- Emergency Temporary Shelter
- Emergency Medical Services
- Emergency Repairs/Replacement of Home Heating and Cooling Devices (only if LIHEAP is exhausted)
- The customer's dwelling is burned, or damaged by an act of God to the extent it is uninhabitable

- Emergency Assistance for Purchase of Appliances and/or Furniture (burn outs and acts of God, only)
- Job loss (layoff, reduction in force), proven medical emergency that caused proven financial hardship, proven reduction in income (more than 40%) or death of primary income provider/wage earner (within 90 days of application).
- Long-term unemployment resulting from proven layoff or reduction in force (over 180 days but not more than 365 days) or exhaustion of UI benefits (within past 90 days) if customer is consistently seeking employment (proof required).
- Exhaustion of personal savings (within past 60 days). Proof, such as 2-month bank statement, is required.
- Emergency vehicle repairs for employed persons (proof required) within 30 days of application (official receipt required). Repair amount must be comparable to amount needed.
- Undocumented Immigrants facing utility emergencies may be served using GEAP funds.

Other emergencies not categorized should be established by the Subgrantee in the Community Action Plan submitted to OEO. Documentation must be present regarding the rationale for considering the situation an emergency, for example, a lack of clothing (receipt required) in the household or a lack of food (food policy outlining amount provided to a household based on the number of people in the household required and receipt required).

GEAP Customer Assistance

The applicant must reside at the address stated on the lease/bill; however, when the lease/bill is in the name of a household member other than the applicant, the applicant must provide proof s/he resides at that address, relationship to applicant (if applicable) and approval to access that account. Husband and wife living in the same household do not need approval to access the account.

A lease/bill will no longer be accepted if the person whose name appeared on the lease/bill has been deceased longer than 12 months (proof needed), lease/bill is in a minor child's name, or lease/bill is in non-household adult's name.

When the bill is in the name of the landlord, the landlord must provide a statement indicating that the applicant is permitted to access that account, to include making payment on the account. The file must include this documentation. Customer must provide a current Lease Agreement indicating the account is in the landlord's name, but the bill is the responsibility of the tenant.

GEAP funds cannot be used to pay utility bills in 2019 unless the total allocations for **LIHEAP and Project Share** funds have been exhausted for the program year, by county. This must be proven during monitoring or funds will have to be reimbursed.

Note: When serving a customer with a January 2019 bill, only November 2018 and December 2018 bills are an allowable expense. If a customer's December 2018 bill is the most recent/current at the time of the 2019 application date, October 2018 charges are an allowable expense. By April 1, 2019 agencies should not pay any portion of 2018 bills/charges and should not include any charges prior to October 1, 2018.

GEAP Customer Files

Each customer file must contain current, accurate and legible documents to include: the current/completed/signed application reflecting FPL and all household members, income proof for all household members 18+ years old, current photo identification of the applicant, current lease/bill, income screens, unallowable cost calculations, vouchers, check numbers and all other pertinent information/documents.

REFERRALS: Evidence of referrals, as outlined in the approved work plan, must be documented in client files, when applicable.

LOCAL INITIATIVE PROJECTS



Local initiative projects shall include those services and activities which address the anti-poverty goals as set forth in Section 672 of the CSBG Act and may include projects in the areas of employment, education, income management, housing, nutrition, or other areas in which there may be obstacles which impede the attainment of social and economic self-sufficiency by low-income persons. **The specific projects for a given service area shall be determined by the local community action agency through a community needs assessment process.** Therefore, anti-poverty strategies shall be based on locally defined needs and must involve services which are

based on a community's own analysis of the poverty related problems.

YOUTH LEADERSHIP PROGRAM (YLP)



In PY 2019, in compliance with section 676(b)(1)(B), the State's Youth Leadership Program (YLP) will provide income-eligible elementary, middle and high school students educational opportunities targeting individual improvements in academic, behavioral and social achievement, resulting in increased self-sufficiency.

To reduce staffing costs, YLP staff, excluding full-time agency staff, may be obtained on a contractual basis.

Serving Families with Foster Children

When serving households with state-placed foster children, the foster child should **not** be included as a member of the household. These children are considered wards of the state. A DSS placement letter is required in the file. Monthly allowances made to foster parent(s) as reimbursement for the cost of caring for the child should not be counted as income. However, separate wages paid to the parent should be included as income, as these funds are considered payment to the temporary caretaker.

YLP participants must not be paid simply for participating in the program or attending classes.

YLP File Maintenance

- Each student must complete an application each year for enrollment to determine/verify eligibility.
- Provide a master list of eligible recipients entering the YLP program, include date enrolled, date completed or date and reason the student discontinued the program. All YLP are required to enroll participants representing ethnic/racial composition of the low-income communities served.
- Document that each eligible student qualifies as an economically disadvantaged recipient by verifying

student's household is within the CSBG income guidelines.

- A Pre and Post Assessment must be documented in each student's file. The Pre-Assessment is to be completed upon a student's acceptance/enrollment to YLP. Document each student's post-assessment with actual outcomes (i.e. personal and academic achievements, improvements in life skills).
- Document each student's attendance with attendance logs, including the student's signature, date and time in attendance, with the coordinator's signatures and date.
- Document each scheduled workshop with coordinator's activity report, include in the report, the date, time and place of each workshop, activities performed, and coordinator's signature and date.
- Document field trips with signed Parental Permission, Disclosure Authorization and Release Form, Field Trip Permission Slip, approval attendance logs, costs, and activity report signed and dated by the coordinator.
- Document supplies, or other materials distributed with student's signature, date and purpose of activity.

Youth Leadership Stipends

OMB Omni Circular states, "Participant support costs are direct costs for items such as stipends or subsistence allowances, travel allowances, and registration fees paid to or on behalf of participants or trainees (but not employees) in connection with meetings, conferences, symposia, or training projects. These costs are allowable with the prior approval of the awarding agency."

All proposed stipends for CSBG programs must be sent to OEO in writing, clearly justifying the stipends relative to the programs' success (e.g. Employment Skills Training/Internships). OEO will send a written notification of approval for the stipend. Each participant's file must provide adequate documentation to support these expenditures.

The following information must be submitted to OEO for approval if stipends are being charged to CSBG:

1. Identify eligibility criteria;
2. Define who's eligible;
3. Explain how you arrived at the stipend figure; and

4. Explain why the stipend is being offered (stipends are allowed for childcare, transportation, or time lost from a job to attend sessions and must be justified with receipts)

Youth Leadership Internships

The following information must be submitted to OEO for approval if internships are being charged to CSBG:

1. Must be outlined in agency's policies and procedures manual (copy required with Community Action Plan (Work Plan);
2. Identify eligibility criteria;
3. Define who's eligible;
4. Explain how you arrived at the hourly rate;
5. Memorandum of Understanding is required between agency and employer and must include termination policy (termination should occur as soon as possible if internship is not working appropriately); and

6. 1099 Forms must be provided to each student receiving more than a total of \$600 per year for income tax purposes and tax regulations must be adhered to.

Youth Leadership Staff training

The OMB Omni Circular (§200.472) emphasizes that staff training, and education costs are allowable expenditures. To be approved, OEO requires the agency must demonstrate that all staff training, and education costs are directly related to the program requirements and are designed to increase the employee's effectiveness within the program.

Subgrantees must expend all YLP grant funds during the period January 1 – December 31. All unexpended YLP funds and State CAP Association funds must be remitted to OEO at the close out of the grant period (by February 15th along with the final FSR).

GEAP Checklist

DBA APPLICATION	YES	NO
ACTION PLAN COMPLETED	YES	NO
CURRENT LEASE AGREEMENT (Rent)	YES	NO
FOLLOW-UP COMPLETED (If Applicable)	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-monthly/Monthly)	YES	NO
LEGIBLE PICTURED ID	YES	NO
PROOF OF EMERGENCY LIST: _____ (EX: EVICTION NOTICE/ FIRE REPORT/ PRESCRIPTIONS)	YES	NO
PROOF OF COLLABORATIVE EFFORTS (IF BALANCE WAS NOT PAID IN FULL) EX: CUSTOMER CONTRIBUTION, REFERRALS, PARTNERSHIPS, ETC.	YES	NO
RENTAL AFFIDAVIT	YES	NO
VOUCHER / CHECK NUMBER	YES	NO
REFERRAL FORM (If Applicable)	YES	NO

COMPLETED BY: _____ DATE: _____

REVIEWED BY: _____ DATE: _____

Local Initiative Project Checklist

FAMILY APPLICATION	YES	NO
ACTION PLAN COMPLETED	YES	NO
FOLLOW-UP COMPLETED (If Applicable)	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-Monthly/Monthly)	YES	NO
LEGIBLE PICTURED ID	YES	NO
VOUCHER/ CHECK NUMBER	YES	NO
REFERRAL FORM (If Applicable)	YES	NO

COMPLETED BY: _____ DATE: _____

REVIEWED BY: _____ DATE: _____

Youth Leadership Checklist

FAMILY APPLICATION	YES	NO
ACTION PLAN COMPLETED	YES	NO
FOLLOW-UP COMPLETED (IF APPLICABLE)	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Monthly)	YES	NO
LEGIBLE PICTURED ID'S (PARENT & STUDENT)	YES	NO
LESSONS IN CHARACTER	YES	NO
SIGN-IN SHEETS	YES	NO
PRE- ASSESSMENT / POST- ASSESSMENT	YES	NO
PROGRAM EVALUATION (END OF PROGRAM YEAR)	YES	NO
VOUCHER / CHECK NUMBER	YES	NO
REFERRAL FORM (IF APPLICABLE)	YES	NO

COMPLETED BY: _____ DATE: _____

REVIEWED BY: _____ DATE: _____

Circle the Quarterly Reporting Period			
1	2	3	4

Instructions: Report year-to-date achievements toward annual projections by program.

National Goal 1: Individuals and families with low incomes are stable and achieve economic security.

National Goal 2: Communities where people with low incomes live are healthy and offer economic opportunity.

National Goal 3: People with low incomes are engaged and active in building opportunities in communities.

[illegible]

LIHEAP

Low-Income Home Energy Assistance Program

The Low-Income Home Energy Assistance Program (LIHEAP), administered by the states, assists low-income households, particularly those with the lowest incomes that pay a high proportion of household income for home energy, primarily in meeting their immediate home energy needs.

Congress established the formula for distributing funds based primarily on each State's weather, fuel prices, and low-income population. Home energy is defined as a source of heating or cooling in residential dwellings. Grantees (states) can use funds for heating and/or cooling costs as well as up to 15% of their funding for weatherization assistance.

LIHEAP defines eligible household members as any individual who is a U.S. citizen or “qualified alien”. A “qualified alien is defined at 8 U.S.C. § 1641(b). Members of the household must meet the eligibility requirements specified in Section 2605(b)(2) of the Low-Income Home Energy Assistance Act (42 U.S.C. § 8624(b)(2)).

The Federal income eligibility range is based on a household's income and must not exceed 150 percent of the federal poverty level (FPL). Grantees (states) must provide crisis assistance. States have the option to provide home heating/cooling, weatherization and/or energy-related minor home repairs.

2019 LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM CFDA 93.568

TABLE OF CONTENTS

LIHEAP Program Overview	16
Program Operation Schedule	16
South Carolina LIHEAP Program Goals	16
Income Eligibility Requirements	16
Pay Frequencies	17
Allowable and Unallowable Charges	17
Utility Bill Round-Up Fees	18
Contribution/ Income Exclusions	18
SSI	18
Calculating Self-Employed Individuals	19
Declaration of Zero Income	19
Utility Checks	19
Serving Families with Foster Children	19
Program Eligibility	20
Proof of Active Military or Veteran Status	20
Frequency of LIHEAP Services	21
Client Assistance Payments	21
<i>New!!!</i> Deferred Payment Plans	22
<i>New!!!</i> Equalized Payment Plans	22
<i>New!!!</i> Automatic Draft Bank Accounts	23
Program and Fiscal Reporting	23
Federal Poverty Income Guidelines	24
Direct Assistance (DA)	24
Vulnerable Households	25
DA Benefit Levels	26
SLAPP & Electric Cities	26
Emergency Crisis Intervention Program (ECIP)	27
Examples of Emergencies	29
Emergency Air Conditioners	30
Emergency Heat Pumps	30
Emergency HVAC System Repair and/or Replacement	31
LIHEAP Weatherization	32
LIHEAP Assurance 16	32
<i>New!!!</i> LIHEAP Outreach Activities	33
Project Share	33
LIHEAP Disaster Relief	35
<i>New!!!</i> LIHEAP Appeals & Fair Hearing	36

Appendix E: LIHEAP Checklist

Appendix F: *NEW!!!* LIHEAP HVAC Checklist

Appendix G: LIHEAP Household Report

Appendix H: *NEW!!!* LIHEAP Assurance 16 Program Status Report

Appendix I: *NEW!!!* LIHEAP Glossary of Terms

Appendix J: *NEW!!!* How to Use the ROMA Logic Model

Appendix K: OEO CSBG/LIHEAP Staff Information and 2019 Eligible Entities

PROGRAM OVERVIEW



In its 1994 reauthorization of the LIHEAP program (Public Law 103-252, signed May 18, 1994), Congress put additional emphasis on awarding benefits to those who needed them most by defining the purpose of LIHEAP as, in part, to "provide assistance to low-income households in meeting their home energy costs, particularly those with the lowest incomes that pay a high proportion of household income for home energy."

Further, Section 2605(b)(5) was changed and now requires States to "provide, in a timely manner, that the highest level of assistance will be furnished to those households which have the lowest incomes and the highest energy costs or needs in relation to income, taking into account family size," (emphasis added).

South Carolina's LIHEAP Program is designed to help the state's low-income households pay the price of home energy, defined as residential heating and cooling, and to increase energy self-sufficiency; thereby reducing the vulnerability resulting from energy needs. The program is also designed to intervene in energy-related crisis situations (42 U.S.C. 8623(c) and 8624(b)(1)) and to conduct outreach (42 U.S.C. 8624(b)(1)). The program also provides services to encourage and enable households to reduce home energy needs and consequently eliminating the need for energy assistance including needs assessments, energy and income counseling and assistance with energy vendors (42 U.S.C. 8624(b)(16)). Payments are made directly to vendors and credited to the applicant's bill.

Grant Award and Disbursements

Agencies will receive the grant award(s) based upon OEO's receipt of the federal notice of award(s), the timely completion, receipt and final approval of the agency LIHEAP Work Plan and Application Budget by OEO.

If final allocation allows, the State will require agencies to have safe heating sources installed in

residences using kerosene, wood or coal as the primary heating source, when possible. Additionally, the State encourages agencies to open offices on weekends and evenings to take additional applications if necessary to serve more applicants and avoid a backlog.

LIHEAP Program Operation



Heating January 1 – April 30
Cooling May 1 – September 30
Heating October 1 – December 31
Crisis Assistance (ECIP) January 1 - December 31

Heating and cooling assistance can be provided during the appropriate season, only. Natural gas charges accrued during the cooling season is an allowable expense.

South Carolina's LIHEAP Program Goals

The goals for LIHEAP are:

- 1) Expand outreach to previously unserved households (never served or not served in 2018 or 2017);
- 2) Target energy assistance to eligible households with the highest energy needs and lowest incomes;
- 3) Increase efficiency of energy usage by applicant households;
- 4) Identify resources to broaden the reach of LIHEAP funds; and
- 5) Address inefficient home heating/cooling systems through repair and/or replacement, depending on actual funding.

INCOME ELIGIBILITY REQUIREMENTS

Income Eligibility

Application must be made in the designated service area. The Federal Poverty Guidelines must be used as the

primary criterion in determining income eligibility. To receive assistance under LIHEAP, an applicant's total household income must not exceed 150% of the poverty level. Household is defined by the Bureau of Census as consisting of all persons who occupy a housing unit (i.e., house or apartment), whether they are related to each other or not. Total household income is based on income at the time of application.

The purpose of the income determination is to establish an individual's eligibility for services in accordance with the statutory definition of poverty level. The goal is to implement program services that will enhance and promote self-sufficiency, and not to penalize low-income persons as they move from poverty to self-sufficiency.

Once minimum income eligibility criteria is established, priority is then given to vulnerable households; particularly those with the lowest incomes that pay a higher proportion of household income for home energy, primarily in meeting immediate home energy needs. Vulnerable households include those households with members who are elderly, disabled, with children age 5 or younger and households with incomes at or below 100% of the FPL. **Additional emphasis will need to be placed on direct services and outreach activities to vulnerable households during PY 2019 to accomplish the State-level targeting scores requirement placed on the State of South Carolina by the US Department of Health and Human Services (visit www.acf.hhs.gov/programs/ocs/liheap).** US HHS requires the following of the State (OEO): eligible entities (CAAs) must enforce Vendor Agreements; enforce Grant Agreements/contracts; hold each CAA accountable; and enforce proper record keeping and accounting.

When calculating total household income, include all income (use actual amount; do not round) for the last 30 days (including the date of application), to determine "gross" income. Use gross SSI and SSA benefits.

How to calculate Child Support

When calculating child support to determine applicant eligibility, add all payments made within 30 days, to include the date of application, and enter the total "gross" amount into DBA using the Monthly pay frequency.

Pay Frequencies

With the exception of child support, income should be entered in DBA FACSPRO based on the frequency of payroll periods using gross amounts: when an applicant or household member is paid weekly throughout the 30-day period, enter the income as "weekly"; if paid bi-weekly (every two weeks or 14 days) enter income as "bi-weekly; if paid semi-monthly (twice per month) enter as semi-monthly; if monthly (paid once each month) enter as monthly.

When an applicant or member of the household has earned only one paycheck in the 30-day period, enter it based on the frequency of payroll period, also. When calculating the income of **day laborers**, collect all income received within 30 days of the date of application, and calculate income using the monthly pay frequency. SC ROMA (DBA FACSPRO) will provide the calculations to determine eligibility.

When manually calculating income, use actual amounts (do not round amounts). For example, if the amount is \$150.50, **enter \$150.50 not \$151.00**. To determine the accurate 30-day income to be entered into DBA FACSPRO, the calculations are as follows:

- **Weekly:** $((\text{amount1} + \text{amount2} + \text{amount3} + \text{amount4}) / 4) * 4.33$
- **Bi-Weekly:** $((\text{amount1} + \text{amount2}) / 2) * 2.165$
- **Semi-Monthly** $(\text{amount1} + \text{amount2})$

Allowable and Unallowable Charges

LIHEAP funds **may be** used to pay:

- Electric/Fuel deposits
- **Fuel Tank Installations**
- Late fees
- Mandatory Roundup fees
- Regulated Renewable Energy Charge
- HAZMAT fees
- Delivery charges
- Franchise Fees
- **Natural Gas Charges regardless of season**
- Mandatory and/or regulated fees required for service
- Emergencies approved by OEO

LIHEAP funds **may not** be used to pay:

- Sewer and sanitation products and services
- Outside light/pole fees

- Unregulated/voluntary fees
- Outdoor and subdivision lights (light/wood poles)
- City/county fines for late garbage bin pickup
- Meter tampering charges, **maintenance fees**, security systems and returned check fees.
- **LIHEAP funds cannot be used to pay Duke customer deposits or on Duke prepaid accounts because Duke will not agree to credit LIHEAP funds to cooling and heating costs only. However, Duke Energy Progress funds may be used for these purposes.**

UTILITY BILL ROUND-UP FEES

The U.S. Department of Health and Human Services (USDHHS) stated (November 21, 2006) that LIHEAP funds may not be used to pay customer contributions that are voluntarily donated for round-up programs; those fees must be deducted from the client's utility bill and excluded from the LIHEAP service amount (Refer to LIHEAP Program Assistance Memorandum L 17-06). **However, when a utility company charges a mandatory round-up fee on all customer utility bills, USDHHS has stated that the charge has become a part of the household's utility bill and has to be paid in order for the household to maintain service. Therefore, in these instances agencies are allowed to pay round-up fees.**

CONTRIBUTION/INCOME EXCLUSIONS

Contributions/donations from non-profits should not be included as income unless the funds are given directly to the customer. Funds paid directly to the vendor on the behalf of the customer should not be counted as income.

Income Tax Refunds

Tax Refunds should not be included as income (refer to US HHS IM 119 or LIHEAP Memorandum No. L08-05 for additional information).

Income is not calculated for persons under age 18 (to determine income eligibility); however, if the youth provides finances to the adult household member for expenses, the amount must be included as income to the adult under miscellaneous/cash contributions. If household members under 18 receive Social Security or Disability income, the gross amount must be included as

income under the payee or custodial adult's name living in the household.

Please note **the current DSS printout may not be used to verify members of the household, or earned income;** however, it may be used to verify utility check, child support and TANF/FI amounts if listed on the printout.

Student Loans

Student loan refunds should be included as income only if funds are used to help sustain the household.

AWARD LETTERS

(Social Security, Supplemental Security Income, VA Benefits, Pensions, etc.)

A current year's award letter may be used to verify income, using the gross amount.

Supplemental Security Income (SSI)

Proof of disability is to be provided from a current or prior year's award letter from the Social Security Administration (SSA), a current year's letter from Vocational Rehabilitation or the Veterans Administration, disability income check, or an official handicapped sticker bearing the appropriate photograph. Disability may be either temporary or permanent. This medical documentation must be attached to the application on file.

"Disabled" describes an individual who has a physical or mental impairment that prohibits one from working at any substantial employment that otherwise s/he would reasonably be able to perform and that will probably continue for an indefinite period of at least 12 months or who has been certified as permanently and totally disabled by a state or federal agency qualified to render that decision. Short-term disability and workman's compensation is also recognized as a form of disability.

If an individual is under the age of 62 and receiving Social Security benefits **under their Social Security Number only**, that individual is disabled.

A spouse or child receiving Social Security benefits is not necessarily disabled. There are three types of social security payments: (1) retirement payments as early as age 62, (2) survivor payments made at any age, and (3)

disability payments made to disabled persons under the age of 65. The medical standards for disability are the same for Social Security (SS) as for Supplemental Security Income (SSI) for individuals age 18 or older. There is a separate definition of disability for SSI children under age 18. **Any questions, you may contact your local Social Security office or call 1-800-772-1213. SSA has asked that CAAs contact them at the aforementioned number or your local SSA office if documents are required to service customers rather than sending customers to their office for documents.** “Understanding SSI” is available online at: www.socialsecurity.gov/ and www.socialsecurity.gov/notices/supplemental-security-income/text-understanding-ssi.htm.

SSI payments are made in three categories: (1) to aged individuals – 65 or older, (2) to disabled persons under 65 who have an impairment so severe the person cannot do any substantial work, and the impairment will last 12 months or result in death, and 3) to blind individuals under age 65 and legally blind. Even children may receive SSI payments if blind or disabled, based upon the parent(s) resources and income.

How to Calculate Self-employed Individuals

When a self-employed individual is **operating a business outside of the home, use the “net” Profit**. An individual must provide the **entire** 2018 (most recent) signed Federal Tax Form pertaining to the business (e.g. 1040 Schedule C of Profit or Loss or 1040 Schedule C-EZ). For Form 1040 schedule C, use total from line 31 (Net Profit), divide it by 12 = monthly income amount. If using form 1040 schedule C-EZ, line #3 should be used. Other IRS forms include Form 1065 Partnership Return of Income (request Tax Schedule K-1 Form 1065 Partner’s Share of Income, Deductions, Credits), Form 1120S (request Tax Schedule K-1, Form 1120S). When a self-employed individual is **operating an in-home business, such as child care, use the “gross” income**. An individual must provide **entire** 2018 (most recent) signed Federal Tax Form pertaining to the business.

When only recently self-employed, an individual must provide quarterly or monthly tax statements provided by the South Carolina Department of Revenue. If the self-employed individual does not file his/her taxes quarterly, provide a copy of the business license and Declaration of Zero Income form.

How to calculate quarterly taxes: Divide the most recent quarterly tax amount by 3 = average monthly

income amount. Appointment books should not be used to verify income. When an individual’s business has been terminated, verification of termination is required (e.g. state certification verifying termination).

Declaration of Zero Income

Persons with Zero (0) income must complete the Declaration of Zero Income form. If the applicant is receiving funds from someone other than a household member to pay their bills, determine the monetary amounts, calculate those amounts and enter the average monthly income total into DBA as “Outside Assistance or Other Income Sources”. Items that *could* be captured on the Declaration of Zero Income form include: child support (contributions from a parent or court-ordered), utility check or monetary contributions to the household outside of employment. ***Note: Be sure not to duplicate income.***

If a youth (under age 18) provides finances to the adult household member for expenses, the amount must be included as income to the adult under miscellaneous/cash contributions on the Declaration of Zero Income form.

The Declaration of Zero Income form should be used as a last resort when all efforts have been exhausted to provide enough supporting documentation.

Utility Checks

Utility checks made payable to and **issued directly to the customer** should be calculated as income when determining eligibility since the customer is not required to remit/forward this payment to the utility vendor as payment for services.

Utility checks **issued directly to vendors** monthly on behalf of applicants who reside in subsidized housing are benefits to subsidize the already very low-income status of those households. In these instances, benefits are not to be counted as income toward/on the application.

Serving Families with Foster Children

When serving households with state-placed foster children, the foster child should **not** be included as a member of the household. These children are considered wards of the state. A DSS placement letter is required in the file. Monthly allowances made to foster parent(s) as reimbursement for the cost of caring for the child should not be counted as income. However, separate wages paid to the parent should be included as income, as these funds are considered payment to the temporary caretaker.

PROGRAM ELIGIBILITY

After an applicant has been determined to be income eligible, program eligibility must be established in accordance with the State Plan, the Subgrantee's approved LIHEAP Community Action Plan and/or Federal and State laws, policies and procedures.

Applicant and household members who benefit from the LIHEAP service must be U.S. citizens or provide proof of legal residency.

By law, States are to ensure that Federal provisions related to providing services to qualified individuals are in full compliance. Therefore, a household including eligible members cannot be denied service. If the only legal household member is a child, the legal household member(s) is still considered eligible. Continue to list the applicant as an "Illegal Alien" when applicable, and serve the household based on the Prorated benefit (refer to DA and ECIP).

Documents to verify qualified alien status include such as the I-94s for refugees, asylum determination letter, LPR status (green card – most recent version has expiration date), alien registration card, and social security card. The Bureau of Immigration and Naturalization and/or the Social Security Administration may be used to validate documentation.

All customer documents must be current and accurate to determine program and income eligibility. Each customer file must contain current, accurate and legible documents to include: the current/completed/signed application reflecting FPL and all household members, income proof for all household members 18+ years old, current identification and photo, Social Security card for each household member, proof of military/veteran status when applicable, proof of disability status when applicable, current energy bill, income screens, unallowable cost calculations, vouchers, check numbers, energy burden calculations for DA, proof of emergency for ECIP, and all other pertinent information/documents.

All paper and DBA applications must include a clause notifying applicants of their right to appeal and a fair hearing if service is denied, as required by Section 2605(b)(13) of the LIHEAP statute.

The Executive Director must approve all agency employee, board member and employees of other CAA's applications for assistance by signing and dating the application BEFORE payment is rendered.

Agency staff should not prepare applications for their family member(s).

All customer documents must be current and accurate to determine program and income eligibility.

Applicant must provide a copy of his/her current official (government or state-issued) pictured identification such as State (SC) Identification Card, SC Driver's License, Military ID, Employment ID, Passport, Voter Registration Card bearing photo. Eligible residents may obtain a SC Identification Card from the SC Department of Motor Vehicles.

Proof of Active Military or Veteran Status

Veteran's Administration

- Veteran Identification Card (VIC)
- Veteran Health Identification Card (VHIC)
- Veteran Income with status stated
- Veteran retirement or disability income

Department of Defense

- Common Access Card
- Uniformed Services Identification Card
- State Driver's License and ID with veteran's designation
- State vehicle registration with veteran's designation
- DD214 form or DD256 certificate with honorable discharge or less than honorable

Note: Dishonorably discharged veterans are not eligible for the additional Veteran Direct Assistance benefit.

All information provided for income and program eligibility must be consistent. If a client's address listed on the application does not match the address listed on their driver's license/ID, their address may be changed and printed online at:

<https://www.scdmvonline.com/dmvpublic/trans/AddrChange.aspx>. If the online process cannot be accomplished, the customer is responsible for providing the current driver's license/ID.

If an elderly applicant (age 75+) does not have a driver's license or a state-issued ID card, an expired ID with a clarifying statement, or a picture of the applicant and a copy of the applicant's birth certificate may suffice. If an elderly applicant does not have a birth certificate, a letter from the Department of Health and Environment Control (DHEC) stating that the client does not have a birth certificate on file is appropriate.

Frequency of LIHEAP Service(s)

Customers may receive LIHEAP financial assistance a maximum of two times during the program year to include Direct Assistance (DA) and/or Emergency Crisis Intervention Assistance (ECIP). SCE&G and Duke Project Share assistance may be provided as a separate service once during the program year. Therefore, two LIHEAP services and one Project Share service may be provided to an eligible household.

Vendor Agreements

NOTE: Updated Vendor Agreements must include a physical address. This is a federal mandate outlined in Section 2605(b)7, Assurance 7: (“How does the State assure that no household receiving assistance under this title will be treated adversely because of their receipt of LIHEAP assistance?”).

A Vendor Agreement must be completed by all new vendors and a current Agreement must be on file for all prior vendors. Vendor Agreements must be available for review upon request during each monitoring visit.

- Initially each vendor must complete a Vendor Agreement and a W-9 to be certified by the Subgrantee. Once completed and on file, the Vendor will only need to complete a new Agreement and a new W-9 if the proprietor’s name, address or FEIN changes.
- The vendor is to credit the customer’s account in a timely manner and return the energy voucher(s)/transmittal/invoice to the Subgrantee for payment. Vendor Agreements should contain language that prohibits the paying of water, sewer, products and services, meter tampering charges, security systems and returned check fees.
- Within 30 days of the date of the receipt of the energy voucher(s)/transmittal/invoice, payment of the exact dollar amount will be made to the vendor. During program monitoring, OEO will review proof of timely payments.
- **Payments are not to be rounded. When a vendor has not received payment within thirty (30) days following the date of receipt of the bill submission, the vendor should immediately contact the Subgrantee and report the delay in payment.**
- At the beginning of the last quarter of the program year, OEO recommends issuing a reminder to vendors of the December 31st program expiration date and to provide reasonable assurance that program funds can only be expended during the authorized period of availability (through December 31st); therefore, it is

recommended vendors not accept vouchers after January 5th of the new program year.

- Subgrantees should submit a 1099 IRS Form to record vendor payments more than \$600* to non-incorporated vendors.
- Vendors are to accept payments on behalf of eligible households for:
 - (1) Electricity and/or natural gas
 - (2) Firewood and for ancillary charges for delivery, stacking and splitting of wood during delivery
 - (3) Coal, kerosene, fuel oil, LP gas or other approved fuels and for ancillary charges for delivery, including cost of parts and labor incurred in attaching the fuel tank to the household’s residence, as well as for tank rental or purchase cost.

LIHEAP CLIENT ASSISTANCE PAYMENTS

Applicant must reside at the address stated on the utility bill; however, when the bill is in the name of a household member other than the applicant, the applicant must provide proof s/he resides at that address, relationship to applicant (if applicable) and approval to access that account. Husband and wife living in the same household do not need approval to access the account.

Bills will no longer be accepted if the person whose name appeared on the bill has been deceased longer than 12 months (proof needed), bill is in a minor child’s name, or bill is in non-household adult’s name.

When the bill is in the name of the landlord, the landlord must provide a statement indicating that the applicant is permitted to access that account, to include making payment on the account. The file must include this documentation. Customer must provide a current Lease Agreement indicating the account is in the landlord’s name, but the bill is the responsibility of the tenant.

If the customer has either a zero balance (the total amount due is \$0) or credit (more than \$5) on their account, LIHEAP assistance **cannot** be provided.

GEAP funds **cannot** be used to pay utility bills in 2019 unless the total allocations for **LIHEAP and Project Share** funds have been exhausted for the program year, by county. **This must be proven during monitoring or funds will have to be reimbursed.**

Each check and/or voucher must be made payable only to the vendor from whom the applicant proposes to obtain services. Payments made to vendors on behalf of clients using LIHEAP funds must be made by either a two-party check or OEO-approved two-party voucher system. The two-party voucher system must meet OEO guidelines and be approved by OEO prior to implementation.

The voucher/check used for direct client (monetary) assistance shall be documented as follows:

- CAA's (Subgrantee) name as payer;
- Vendor's name as payee; and
- Eligible applicant's name as recipient.

Payment should indicate "Credit only to home energy expense." If applicable, this policy **must** be added in the Vendor Agreement. Agencies should not contract with vendors that cannot meet this requirement.

Primary Home Energy Source

The USDHHS Division of Energy Assistance has stated that agencies are permitted to pay home energy bills when there are two sources of energy required to heat and cool a home. Example: A home heated with natural gas requires electricity to heat the home. Both are to be paid as one allowable LIHEAP service (even if each service is provided by different vendors) and should be logged as primary and secondary energy sources in SC ROMA (DBA FACSPRO). The energy burden must be calculated using the current energy amount, excluding all unallowable and non-energy charges, of the electric bill amount.

New!!! Deferred Payment Plan (DPP)

A Deferred Payment Plan (DPP) is a formal arrangement with the utility vendor and the customer, allowing the customer to pay an outstanding bill in installments. While outstanding debt is paid in installments, the customer will still accrue current utility charges. Therefore, the customer is responsible for paying old and current debt until the outstanding debt is eliminated.

to determine that all charges included in the EPP are allowable and/or occurred during the current program year. Without detailed bills the agency can only pay current allowable energy charges, and the customer will be responsible for the remainder of the bill or to provide an agreement between the customer and vendor to satisfy

Eligible customers may qualify for either nonemergency (DA) or emergency (ECIP) LIHEAP service.

To assist LIHEAP customers with emergency DPPs, the agency must have detailed itemized bills for each month to determine that all charges included in the DPP are allowable and/or occurred during the current program year. Without detailed bills the agency can only pay current allowable energy charges, and the customer will be responsible for the remainder of the bill or to provide an agreement between the customer and vendor to satisfy the balance (proof required). The customer must satisfy their portion of the bill prior to the agency's commitment.

To assist LIHEAP customers with a Nonemergency DPP, carryout the necessary application award process for a DA benefit.

New!!! Equalized Payment Plan (EPP)

The EPP allows customers to pay their household energy usage in 11 equal payments and settle in the 12th month. To calculate customers monthly payment, the energy vendor calculates the customer's total energy charges from the previous year and divides that by 11 to give the customer a more predictable bill.

At the end of the 12-month period, the total amount of energy used and paid for is assessed. Any over- or under-charge is included in the customer's 12th month bill and a new monthly payment is calculated. If the customer paid more electricity than they used over the first 11 months, the vendor will credit the customer's account for the difference in the 12th settle-up month. If more electricity was used than paid for, the customer will be billed for the difference.

Eligible customers may qualify for either nonemergency (DA) or emergency (ECIP) LIHEAP service. **IF the vendor provides the customer a cash reimbursement for overpayment in the 12th month instead of crediting the customer's account, the agency may only provide the customer an ECIP service, paying only the actual energy used each month.**

To assist LIHEAP customers with emergency EPPs, the agency must have detailed itemized bills for each month the balance (proof required). The customer must satisfy their portion of the bill prior to the agency's commitment.

To assist LIHEAP customers with a Nonemergency EPP, carryout the necessary application award process for a DA benefit.

New!!! Automatic Draft Bank Accounts

Customers that have elected to have their utility charges automatically drafted from their personal account will not be reimbursed. Additionally, OEO recommends agencies not suggest customers stop automatic drafts, as utility payments are the responsibility of the customer and LIHEAP is a needs-based grant. Instead, offer energy counseling or assistance with budgeting.

LIHEAP PROGRAM PLANNING & REPORTING

LIHEAP and Project Share Financial Status Reports (FSRs), **Household Reports and/or Assurance 16 Program Status Reports** are due to the Office of Economic Opportunity (OEO) on the 15th of the month following the reporting month. All reports must be submitted in a timely manner; timeliness will be reported on risk assessments. **Note: Quarterly LIHEAP Program Status Reports (PSRs) are no longer required.**

LIHEAP PROGRAM YEAR CLOSEOUT:

The LIHEAP Program should be closed out no later than February 15th (date subject to change). Note: **The LIHEAP Annual Household Pre and Final Closeout Reports are no longer required.**

Logic Model Targeting & Projections

A logic model (also known as a logical framework, theory of change, or program matrix) is a tool used by funders, managers, and evaluators of programs to evaluate the effectiveness of a program. They can also be used during planning and implementation.

The GPRA legislation (Government Performance and Results Act of 1993/ Modernization Act of 2010) refers to “**performance plans**” and “**performance goals**,” which both relate to the concept of planning for specific results. This references two kinds of targets: the number of people who are expected to be served and the number of people (of those served) who are expected to achieve an outcome. These targets are identified in planning, so they can be assessed in the evaluation phase.

To improve program targeting, OEO allows agencies the flexibility to adjust program projections as the state receives updated notices of funding. Subgrantees will have a maximum of ten (10) business days following South Carolina’s notice of LIHEAP Awards to update services and/or projections on the ROMA logic model. Logic models and targets cannot be altered after the state’s final award has been received for the program year. Instead, 20% variances below or exceeding the targeted projections should be explained in the annual report (*Ex. Anticipated funding was reduced, therefore, participant enrollment was limited*). Completed logic models (column 5, Actual Results) are due to OEO no later than January 15, 2020.



2019 FEDERAL POVERTY INCOME GUIDELINES

(AMOUNTS SHOWN ARE COMPUTED AT 150% OF POVERTY GUIDELINES)

FAMILY SIZE	150% MONTHLY POVERTY GUIDELINE	150% ANNUAL POVERTY GUIDELINE
1	\$1,561.25	\$18,735.00
2	\$2,113.75	\$25,365.00
3	\$2,666.25	\$31,995.00
4	\$3,218.75	\$38,625.00
5	\$3,771.25	\$45,255.00
6	\$4,323.75	\$51,885.00
7	\$4,876.25	\$58,515.00
8	\$5,428.75	\$65,145.00
For each additional person, add	\$553.00	\$6,630.00

The 2019 poverty guidelines are in effect as of January 11, 2019. Publication in the Federal Register is delayed due to temporary closure of federal offices but can be referenced at <https://aspe.hhs.gov/poverty-guidelines>.

DIRECT ASSISTANCE (DA)

Direct Assistance is designed to provide financial assistance to help avert, prevent, deter and avoid utility crisis. DA funds are reserved for the provision of financial utility services that are provided before the initial onset of an emergency. **Because Direct Assistance is not an emergency program, a balance is not required to be satisfied on the customer's account, however, all unallowable charges MUST be paid prior to service. A letter from the vendor will suffice as proof that the merchant will work with the customer on the outstanding amount of unallowable charges.**

If the customer has either a zero balance (the total amount due is \$0) or credit (more than \$5) on their account, LIHEAP assistance **cannot** be provided.

Maximum heating assistance - \$750

Maximum cooling assistance - \$675

May be used to pay home heating and/or cooling costs (**excluding** water, sewer, sanitation, products and services, outdoor and subdivision lights, light/wood poles, city/county fines for late garbage bin pickup, voluntary round-up fees, meter tampering charges, security systems and **returned check fees**).

Applicant must provide copy or original energy bill (must have been issued within the last 30-days) to verify the

account number. Bill must detail all past due and current charges. When street lights and other non-allowable items appear on a bill, those utility vendors must be required to “*Credit only to home energy expense*” to ensure compliance with LIHEAP requirements, **or the agency is to pay only the energy expense up to the maximum allowable base the customer is eligible under DA** (Refer to Specialized Utility Payment Plans, page 19). DA funds may be used to pay the current energy amount or the current and one month past due (bills must be for consecutive months) amounts.

Direct Assistance cannot be used to pay bills that are in cut-off/disconnection status within five (5) days of the application date. However, Direct Assistance funds may be used to pay for emergency services which will gain a larger financial benefit from a DA service when compared to the allowable ECIP benefit ONLY for a household that includes an elderly and/or disabled individual. NOTE: This rule only applies to elderly and/or disabled households.

LIHEAP funds cannot be used to pay Duke customer deposits or on Duke prepaid accounts because Duke will not agree to credit LIHEAP funds to cooling and heating costs only. However, Duke Energy Progress funds may be used for these purposes.

VULNERABLE HOUSEHOLDS

(1) **Elderly** - Individuals age 60 years or older.

(2) **Disabled** – Individuals must provide proof of disability. Proof of disability is to be provided from a current year's award letter or SSI report from the Social Security Administration (SSA) verifying disability, a current year's letter from Vocational Rehabilitation or the Veterans Administration, Disability Income Check, or an official handicapped sticker bearing the appropriate photograph. Disability may be either temporary or permanent. This medical documentation must be attached to the application on file.

(3) **Income is 100%** - Refer to current Federal Poverty Income Guidelines. Total household income for the last 30 days, including the date of application must be at or below the 100 FPG.

(4) **Household with Children Age 5<** - One or more children living in household age 5 or younger.

(5) **Energy Burden** – An Energy Burden must be calculated using only the current month's home energy cost (ex. kWh or Therms). To determine the Energy Burden for electric households, multiply total monthly household income by 20% (.20) = PRODUCT.

Because fuel expands, tanks and cylinders are never filled to the maximum size of the tank. Instead, tanks are only filled to about 80 to 85 percent of their capacity. **To determine the Energy Burden for fuel customers, multiply the cost to fill the customer's tank by 80%.** If the current energy bill is higher than the PRODUCT, then an energy burden has been demonstrated. The current home energy cost should exclude all non-utility and unallowable charges.

Example: Total current utility bill is \$300, non-utility charges total \$50 (round-up fees, franchise fees, service charges and non-regulated charges). $\$300 - \$50 = \$250$. The total allowable energy amount is \$250.

If a household receives both electric and gas charges on the same bill, combine the total amount of home energy used (kWh and Therms) to determine the current Energy Burden.

(6) **Fuel** – According to the LIHEAP Performance Measures, fuel is defined as Natural Gas, Fuel Oil/Kerosene or Propane (LPG – liquefied petroleum gas). For an additional benefit, the household must heat with one of the fuels mentioned above. Proof of fuel service must be in the file. **Note: Natural Gas customers are eligible for the Fuel Benefit during the heating season, only.**

Kerosene and propane vendors must verify the tank is attached/connected to the structure. Portable kerosene heaters cannot be provided with kerosene assistance and should not be awarded a fuel benefit.

(7) **Veterans** - Individuals must provide proof of veteran status (refer to page 13). Documentation must be in the customer's file. Note: Dishonorably discharged veterans are not eligible for the additional Veteran Direct Assistance benefit.

Serving Direct Assistance to households with Undocumented Immigrants

Complete the application listing the Illegal Alien as a member of the household (capture any income if applicable on the Declaration of Zero Income form). When determining the itemized household benefits (i.e. – Child age 5 or under, Energy Burden, Elderly, Disabled, Income under 100%), only consider eligible household members (exclude Undocumented Immigrants). After the household's benefit has been determined, apply the Direct Assistance Prorated Calculation to determine the benefit per person. Only apply the prorated benefit amount to each eligible household member.

$$\text{Total DA Benefit} \div \text{\# of HH Members} = \text{Prorated Benefit} \\ (\text{including Aliens})$$

Fuel Customers and Pre-Pay Accounts

Applicants with a zero balance on an existing utility account may still have a documented need (files should contain clear justification for assisting these customers, though income eligible).

Direct Assistance may be used to pay "pre-payment" accounts and deposits with Electric Cooperatives, only. Pre-pay customers do not qualify for an energy burden since no current bill will be due, (this does not apply to propane and fuel oil). Note the SC Code below:

SECTION 33-49-255. Restrictions on interruption of electric service to residential customer for nonpayment of bill; exceptions:

(A) Except as provided in subsection (B) of this section, an electric cooperative must not interrupt electric service to any residential customer for nonpayment of a bill until twenty-five days have elapsed from the date of billing.

(B) An electric cooperative may interrupt electric service to a residential customer who has voluntarily enrolled in a prepay program if the prepay program allows the customer to monitor his consumption of electricity and his account balance daily and the balance of that customer's prepay account is zero, provided that the following conditions are met:

(1) at the time the residential customer enrolls in the prepay program, the residential customer is informed and agrees that his electric service may be interrupted when the balance of his prepay account reaches zero; (2) electric service must not be interrupted before 10:00 a.m. on the next business day following an attempt by the electric cooperative to give the customer notice of the impending interruption by telephone or electronically; and (3) service must not be interrupted except during hours when the electric cooperative is accepting cash payments. For purposes of this subsection, a business day is any day in which the electric cooperative, or an agent, is accepting cash payments.

(C) Nothing contained herein shall be construed so as to relieve an electric cooperative of the requirements of Act 313 of 2006.

When appropriate, agencies are advised to help customers create new accounts with a utility vendor for a permanent situation by following LIHEAP rules.



Nonelectric Deliveries

Kerosene, wood, coal, and propane applicants’ DA benefits must be calculated in the same manner as DA benefits calculated for natural gas and electricity customers, using all allowable benefit options for vulnerable households. In these instances, an Energy Burden may be applicable using the total energy cost, excluding unallowable and non-utility charges, identified on the bill/statement (must be a current bill) from the vendor for that service.

For home deliveries, vendors must provide a **Non-Electric Fuel Affidavit provided by the agency**, delivery ticket for the file documenting fuel type, number of gallons or cords of wood, cost per gallon, total delivery cost, delivery date, vendor name and address. Agencies must approve the service prior to the delivery (agency *may not* pay for services if the customer initiates the order for fuel/wood without CAA approval) if LIHEAP funds are to be used. The purpose of pre-approval is to ensure that customers are not placing orders assuming agency payments and avoid improperly shared information between customers and vendors. This *does not* apply to customers who are approved by the vendor for automatic delivery.

To determine the current amount on a new propane/fuel oil bill, use the cost listed on the vendor’s bill/invoice that is needed to fill the tank.

All kerosene, propane, wood and coal customers are to provide a statement from the vendor for the file that reflects the total number of gallons/cords to be purchased, fuel type, cost per gallon, vendor name and address. Kerosene and propane vendors must verify the tank is attached/connected to the structure. Portable kerosene heaters cannot be provided with kerosene assistance.

DA BENEFIT LEVELS

Minimum Benefit Level (Heating or Cooling)\$300

Additional benefits if:

- (1) Elderly.....\$75
- (2) Disabled.....\$50
- (3) Total Household Income is =100% or < the FPL...\$75
- (4) Applicant with children age 5 <.....\$50
- (5) Energy Burden (20% of total HH income).....\$75
- (6) Fuel (*not provided during cooling season*).....\$75
- (7) Veterans.....\$50

Maximum Heating Assistance.....\$750

Maximum Cooling Assistance.....\$675

SELECTED LIHEAP ASSISTANCE PAYMENT PLAN (SLAPP) & ELECTRIC CITIES (ECs)

The Selected LIHEAP Assistance Payment Plan (SLAPP) is designed as an alternative payment process for customer's whose monthly utility bills include charges that cannot be paid using LIHEAP or Project Share funds. SLAPP accounts will require assistance from DBA for initial set-up. **If LIHEAP funds are used by vendors in ways that are different than what is described in the LIHEAP Statute and plan, this may constitute an improper use of funds. (Reference LIHEAP IM 2010-13 Use of LIHEAP Funds Coordinated with Vendor Assistance Programs).**

According to the U.S. Department of Health and Human Services, LIHEAP funds cannot pay for costs such as water, sanitation, products and services, or outdoor and subdivision lights.

Lump sum DA payments shall remain as a credit balance until exhausted by the household. Vendors may not transfer or cash out benefits to recipients; this must be addressed in your Vendor's Agreement. If a customer relocates and is no longer a customer of the vendor that was provided a benefit for that customer/household, all unexpended balances must be returned to the agency by the end of the program year. Vendor Agreements must indicate the vendor's understanding/acceptance of this policy.

Many eligible customers who live within the city limits of "Electric Cities" receive a monthly electricity bill for heating and/or cooling that includes water and sanitation costs. In these cases, payments must be distributed as an "Electric Cities" payment plan. Additionally, some eligible customers who live in local counties receive a monthly bill that includes unallowable LIHEAP charges. Therefore, the "Selected LIHEAP Assistance Payment Plan" must be used for distributing assistance payments.

"Electric Cities" are municipal-owned utilities that purchase most of their electricity from investor-owned utilities and then distribute retail electricity to customers.

SLAPP Example:

If the applicant is eligible to receive \$300, the vendor must credit the customer's account for electricity only and apply overages to the client's electricity costs for the following month(s). If the vendor is not willing to

maintain the balance in abeyance, the agency is to pay only the energy expense up to the maximum allowable base the customer is eligible for under DA.

If a customer pays unallowable charges to cover a three-month period, the entire benefit should be processed as a regular Direct Assistance service.

If the total balance of a SLAPP service is less than \$25, you may apply that amount to the final incremental payment.

The ECs or SLAPP requirement does not apply to SCE&G services, only, since SCE&G will only credit the assistance amount to the heating and cooling portions of the bill. Additionally, if vendors agree to apply all LIHEAP funds to the heating and cooling portion of the bill in writing, the ECs or SLAPP process is not required.

EMERGENCY CRISIS INTERVENTION (ECIP)

Emergency Defined: A sudden, urgent, unexpected occurrence or occasion requiring immediate action; a state, especially of need for help or relief, created by some unexpected event; an unforeseen combination of circumstances or the resulting state that calls for immediate action; or an unexpected situation that poses an immediate risk that requires urgent intervention. An emergency is never planned.

Maximum benefit \$1,000 (subject to change) - With a documented emergency, an eligible household may receive ECIP assistance; including payment for home energy expense, the purchase of an air conditioner, window heat pump room a/c unit and/or heater(s) such as The Heat Surge (portable kerosene and space heaters are not allowable); to be resolved not later than 48 hours for a general emergency and not later than 18 hours for a life-threatening situation.

18-Hour Life Threatening emergencies – A situation that has already or poses an immediate risk to life, health and safety directly related to home energy heating/cooling costs. A life-threatening crisis is 1. A natural disaster 2. A significant home energy supply shortage or disruption, 3. Home energy disconnections or 4. An emergency where there is imminent danger, requiring immediate action to prevent or alleviate the loss or impairment of

life, health or property.

48-Hour Life Threatening emergencies – A situation that poses a threat to life, health and safety directly related to home energy heating/cooling costs.

Customer Bills

Applicant must provide most recent copy or original of the energy bill (must have been issued within the last 30-days and may include past due amounts) to verify the account number and detail all actual charges. According to the South Carolina Office of Regulatory Staff (“ORS”) and Public Service Commission of South Carolina (“PSC”), customers have the right to written notice from their electrical utility before electric service is disconnected for nonpayment. Therefore, a final notice/termination notice is not acceptable without the itemized bill.

Allowable “past due” and “current amount” of a client’s bill may be paid if the bill is in the appropriate season (i.e. non-electric utilities) and in the current program year. Detailed bills must be provided for consecutive months to ensure unallowable charges are not paid

Note: When serving a customer with a January 2019 bill, only November 2018 and December 2018 bills are an allowable expense. If a customer’s December 2018 bill is the most recent/current at the time of the 2019 application date, October 2018 charges are an allowable expense. By April 1, 2019 agencies should not pay any portion of 2018 bills/charges and should not include any charges prior to October 1, 2018.

If the situation at the time of application is that the customer made additional arrangements with the vendor and the due date of the original final notice has passed, do not postpone the appointment. Document that the customer has received a final notice and place copy of bill reflecting original cut-off date.

In a case where a customer has a bill higher than the maximum amount allowed, the difference must be satisfied prior to the service or an agreement between the vendor and customer must be met before a service is provided to the client (Example: A client has a bill for \$1,200.00. The client must pay \$200.00 or there must be an agreement between the client and vendor to satisfy the remaining \$200.00).

If the customer has either a zero balance (the total amount due is \$0) or credit (more than \$5) on their account, LIHEAP assistance **cannot** be provided.

Transfer Accounts

Allowable transfer amounts from a previous address can be paid with the proper documentation, itemized bill, and no lapse in service. All transfer amounts have to have occurred within the Program Year or approved timeframe.

Closed Accounts & Outstanding Debt

If a client has a closed account, the agency can determine if the household can be served if the LIHEAP award will secure a deposit and utilities for 30 days forward at the same address. If a client has an old bill outside of the current year, the client must satisfy the balance of the old bill before LIHEAP funds may be used.

LIHEAP Allowable and Unallowable Charges

The total bill, excluding all unallowable charges but including past due amounts, should be paid up to the maximum allowable amount. **If the entire bill is not paid, the remaining balance must be satisfied before the agency remits a payment.** The file must contain a paid receipt or vendor agreement for the balance to validate how the remaining balance was paid or will be satisfied, to include source (by client or through area referral).

May be used to pay home heating and/or cooling costs (**excluding** water, sewer, sanitation, products and services, outdoor and subdivision lights, light/wood poles, city/county fines for late garbage bin pickup, voluntary round-up fees, meter tampering charges, security systems and **returned check fees**).

May be used to pay mandatory round-up fees and other required fees (late fees, reconnect fees, delivery fees, mandatory safety check fees and hazmat fees, franchise/membership fees) when a utility company applies this fee on all customer bills (proof that these fees are mandatory and applies to all customers must be provided during monitoring).

May be used to pay deposit for new service and vendor-imposed deposits for existing service (proof required).

LIHEAP funds cannot be used to pay Duke customer deposits or on Duke prepaid accounts because Duke will not agree to credit LIHEAP funds to cooling and heating costs only. However, Duke Energy Progress funds may be used for these purposes.

Deposits should not be paid to any vendor unwilling to return grant funds to the agency.

Nonelectric/Fuel Services

For home deliveries, vendors must provide a delivery ticket for the file documenting date and amount of last delivery, fuel type, number of gallons or cords of wood, cost per gallon, total delivery cost, delivery date, vendor name and address.

All kerosene and propane customers must have vented systems that are connected to the dwelling and are to provide a statement from the vendor for the file that reflects the total number of gallons to be purchased, fuel type, cost per gallon, vendor name and address.

All portable kerosene users who traditionally purchase small amounts of fuel throughout the winter and space heater users should be provided with an alternative heating/cooling system that is safe and healthy, such as The Heat Surge Electric Heater or a similar system. The BTU Output should be approximately 5,000, have adjustable heat/cooling settings, safety tip-over and thermal power cut-off, cool touch exterior, be inspected and approved by UL benchmark in safety, and other health and safety features and benefits. If the customer will not accept a Unit, an account with a major utility vendor may be established using LIHEAP funds to pay the deposit amount.

The purchase of portable kerosene heaters or space heaters is **not allowed** due to safety and health issues.

The U.S. Department of Health and Human Services has stated that agencies are to have mechanisms in place to resolve emergencies over weekends and holidays. This may include a 24-hour contact name and number or may provide for staff to work weekend hours in case of fires, life threatening temperatures and/or acts of God. Carefully document files in these situations.

File must validate each emergency.

Serving ECIP to households with Undocumented Immigrants

Complete the application listing the Illegal Alien as a member of the household (capture any income if applicable on the Declaration of Zero Income form). Determine the household's allowable charges according to the current and past due bill(s). After the household's maximum allowable charges have been determined, apply the prorated calculation to determine the benefit per person. Only apply the prorated benefit amount to each eligible household member.

Total Allowable Charges ÷ # of HH Members = Prorated Benefit
(including Aliens)

The agency must determine if the prorated award will eliminate the household's utility crisis. **If the entire bill is not paid, the remaining balance must be satisfied before the agency remits a payment.** The file must contain a paid receipt or vendor agreement for the balance to validate how the remaining balance was paid or will be satisfied, to include source (by client or through area referral).

EXAMPLES OF EMERGENCIES

(This list is not inclusive of all allowable emergencies)

Note: Proof of emergency is always required in each customer/household file. Emergency must have occurred within 30 days of the application unless otherwise specified below.

NOTE: Being disabled, elderly or on a fixed income does not justify an emergency.

- A termination or final notice alone does not constitute an emergency; however, the reason the household is unable to pay this utility bill must be explained in the notes section of dba. **A termination notice with a scheduled disconnection date within five (5) days of the application date may be used as proof of emergency for all LIHEAP eligible customers and this case must always be treated as an ECIP service.**
- **Direct Assistance funds may be used to pay for emergency services for elderly and/or disabled households, only, if the DA benefit will provide a larger financial benefit when compared to the allowable ECIP benefit.**
- **Empty fuel tank or low fuel tank** (less than 1/4 during extreme winter weather-related temperatures (below 50°). If customer misrepresents the facts about the amount of fuel in tank (customer says tank is empty, but tank is more than 1/4 empty), customer may be disqualified for services for 1-2 years.
- Cooling or heating necessity due to adverse effects of **extreme weather-related temperatures** (below 50° during heating season and above 90° during cooling season). Heat index or wind chill may be used. File documentation needs to support the extreme temperatures.

- **Burn-out, tornado, hurricane, earthquakes, ice storm or flood** (energy assistance needed to establish home energy in new or temporary residence).

- **Extreme increase in a bill** (more than 40%). (Compare the previous and the current bill's energy amount. Include documentation in the file.)

- **No home energy** (heating or cooling) at current residence, including disconnected utility (proof that utility has been disconnected required).

- **Disconnection Notice** verifiable by the agency (disconnection notice alone does not verify an emergency.) *Please do not advise customers to wait until their services are disconnected to be served – remember emergencies should never be planned. A termination/disconnection or final notice alone may be used as proof of emergency for households with vulnerable individuals, i.e. elderly, disabled or children 5 years of age or younger, only.*

- **Job loss** (layoff, reduction in force), proven medical emergency that caused proven financial hardship, proven reduction in income (more than 40%) or death of primary income provider/wage earner (within 90 days of application).

- **Long-term unemployment** resulting from proven layoff or reduction in force (over 180 days but not more than 365 days) or exhaustion of UI benefits (within past 90 days) if customer is consistently seeking employment (proof required).

- **Exhaustion of personal savings** (within past 60 days). Proof, such as 2-month bank statement, is required.

- **Income-ratio-to-bill** for very low fixed income households (**less than 75% FPL**):

Current bill allowable amount ÷ total monthly gross income = percentage (ex. \$308.20 (bill) ÷ \$694.00 (total/combined household gross income) = 45%). This may be used as an emergency if the percentage is more than 40%. Calculation must be in file for monitoring purposes.

- **Emergency vehicle repairs** for *employed or persons seeking employment* (proof required) persons only within 90 days of application (official receipt required). Repair amount must be comparable to energy amount needed.

- **Emergency repairs to home** within 90 days of application (official receipt required). Repair amount must be comparable to energy amount needed.

- **Energy burden** Calculation: Monthly Income x 20% = _____ Current Energy Bill\$ _____. *Current month energy charge* (only heating and cooling portion of bill) must exceed 20% calculation.

EMERGENCY AIR CONDITIONERS



Maximum Cost - \$700/unit or \$1,400 for purchase and installation of two (2) units per household.

Emergency window air conditioner (A/C) units may be provided up to the allowable maximum of \$700 per unit. A window A/C unit may be purchased and installed as an emergency service to ensure the safety of all eligible households during extremely hot weather.

The agency is to coordinate the proper procurement, installation and client education on the usage of the unit. Client education should include the overview of product warranties, changing filters, usage of proper electrical outlets and winter storage. Agencies can coordinate with a vendor or Weatherization Program for installation. If unable to work through either, **a licensed and insured contractor is required for proper installation(s)** and a contractor's agreement is required. Each agency will be monitored on this component. **Client and installer are to sign off on the installation and a copy of the invoice is to be placed in the client's file.** Refer OEO Fiscal Guidance and Procedural Manual, Procurement Policy.

Maximum Size – 15,000 BTUs; must have the Energy Star certification. Installation by a reputable vendor is required to assure proper setup and service. Warranty and installation fees may be paid with LIHEAP funds.

EMERGENCY HEAT PUMPS



Maximum Cost: \$1,000 (to include installation)

OEO will permit agencies to purchase up to two (2) window heat pumps **(to include ductless or Mini-Split Pumps)** per household every three (3) years if the need is justified. **Ductless or**

Mini-Split Pumps do not require air ducts. Heat pumps operate both as an air conditioner and heater. Maximum 8,000 BTUs recommended for 110 outlets. ***Note:** Do not install window heat pumps rated for 110-115 volts due to the load the heat pump will put on the circuit. To operate correctly, no other devices should be on the same circuit. Additionally, if an extension cord is used, ensure the cord is properly sized to handle the load of the heat pump. Ideally, one heat pump using 220 volts should be installed, as the window heat pump is mainly used for heating a room, not the whole house.*

Refer to the OEO Fiscal Guidance and Procedural Manual, Procurement Policy. Prior to installation, the contractor must educate the applicant on the usage and maintenance of the unit. OEO requires using only certified, licensed contractors for these installations.

Agencies may coordinate with the vendor, Weatherization Program or hire a contractor (a contractor's agreement will be required). Installation costs are to be included. The contractor's agreement is to be on file. Client and installer are to sign off on the receipt to validate installation and proper working of the unit. A copy of the receipt and invoice are to be placed in the client's file.

Updated!!! EMERGENCY HVAC REPAIR OR REPLACEMENT

(HVAC ECIP) - \$7,500 Maximum Cost (to include equipment costs, duct work repair/replacement, electrical and labor, if required).



With an OEO approved Community Action Plan (Logic Model and Budget), **emergency HVAC repairs/replacements (ECIP) may be provided with substantial proof**, using Energy Star certified home heating/cooling systems.

HVAC repair/replacement services should only be provided in response to an energy crisis, not preference. **Agency records should notate how the customer previously heated/cooled the home. A detailed professional assessment and cost estimate (to include per line item costs), is required. The assessment should justify the need for replacement versus repair.**

When HVACs are replaced or repaired in rental property, agencies must enter into agreement with the property owner to ensure the rent does not increase for a specified amount of time for the customer. The signed agreement must be placed in the customer's file.

At a minimum the **Manual J Calculation is required** from the vendor and retained in the client file (if a vendor is not familiar with the Manual J Calculation, the vendor should be disqualified and not used for HVAC purposes). If new duct work is required to be installed, the contractor must produce a complete **Manual D Calculation**. OEO encourages agencies to partner with their designated Weatherization staff to ensure proper calculations, so as to avoid ineffective energy measures.

A household may receive HVAC repair assistance one time within the program year; however, an HVAC unit can be repaired up to once every three years with justification of the need. **Procurement for HVAC system repair and/or replacement must follow the OEO Procurement Policy (OEO Fiscal Guidance and Procedural Manual).** OEO requires hiring a certified, licensed mechanical contractor for HVAC installations and/or repairs. **A current contractor's agreement must be on file.** Agencies may coordinate with a contractor or Weatherization program. The proper number of bids must be secured and maintained in the file reflecting a common scope of work. Agencies do not have to take the lowest priced bid, but file documentation is to indicate awards for reasonable and prudent statements of work as compared with price. **Agencies may also choose to contract with more than one vendor.**

Each agency will be monitored on this component as outlined and approved in the 2019 Work Plan. **Client and installer are to sign off on a receipt of service form to validate the customer received an operable unit, was provided warranty and operating instructions. A copy of the receipt, bids and invoices are to be placed in client's file.**

HVAC emergencies WILL REQUIRE installation within 14 days to include the date of application.

IMPORTANT: Section 2604(c)(1)(2) of the LIHEAP Statute requires not later than 48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits. Not later than 18 hours after a household applies for crisis benefits, the eligible entity (CAA) must provide some form of assistance that will resolve the energy crisis if such household is deemed eligible to receive such benefits and is in a life-threatening situation. **LIHEAP ECIP funds may be used to provide temporary shelter or approved heaters/fans as an emergency intervention when repair/replacement is not possible within 18 or 48 hours for LIHEAP eligible.**

Instructions: In DBA, use the “LIHEAP LOCAL AGENCY PROGRAM” system programs to create separate HVAC Intervention Services for heaters (one heater at a max. of \$500), fans (one fan at a max. \$100) and temporary shelter (at a max. of \$1,000). (For more information contact your agency’s System Administrator or the DBA Help Desk).

HVAC ASSESSMENTS

HVAC Assessment fees are allowable as a preliminary service when qualifying households request HVAC services, utilizing LWAP funds. All HVAC assessments should be coordinated with the eligible entity’s Weatherization department or contracted with an outside vendor. **\$150 Maximum Cost.**

CHIMNEY SWEEP

Chimney sweep service(s) is an allowable emergency (ECIP) health and safety measure using LIHEAP funds.

Maximum Cost - \$400/flue or up to \$800 for inspection and sweep of up to two (2) chimney flues per household.

EMERGENCY HEATERS

A maximum of two (2) Heat Surge, Infrared Quartz Heater or comparable units may be purchased during the program year for a household reporting **no source of heat in the home** (maximum purchase price is \$500 per unit). **The need must be justified.** To justify the purchase of more than one unit, the household must include more than one person (since the unit is portable). The BTU Output should be approximately 4,500 - 5,000, have adjustable heat/cooling settings, safety tip-over and thermal power cut-off, cool touch exterior, be inspected and approved by UL benchmark in safety, and other health and safety features and benefits.

The purchase of portable kerosene heaters or space heaters is not allowed due to safety and health issues.

BLANKET/TROW DISTRIBUTION

Contingent upon the availability of funding, agencies may provide blankets and/or lap throws. A separate Fund Master account will need to be established in SC ROMA (DBA FACSPRO) to track this expense. Blanket

distribution is an Energy Assistance expense and is in addition to the DA and/or ECIP assistance the household receives (Refer OEO LIHEAP Program Assistance Memo L 10-06 and L 12-06). Agencies may purchase/distribute Energy Kits as well using the same guidelines (Refer to OEO Fiscal Guidance and Procedural Manual for Procurement Policy).

At program year-end, the agency must provide an itemized listing by type, unit price and total costs residual materials inventory. In the subsequent program year, once spending is authorized, the agency should use current year program funds to purchase the inventory from the prior program year funds and ensure the inventory is recorded in the current program period in which the benefit is received. Prior year inventory must be cleared out prior to submission of the final FSR.



LIHEAP WEATHERIZATION (LWAP)

Up to fifteen percent (15%) of LIHEAP funds will be allocated to the 2019 Weatherization Program to supplement the Weatherization Assistance Program funded by the U.S. Department of Energy. LIHEAP WAP funds take on the identity of WAP funds, except for Administration (.5% has been allocated for administration). LIHEAP WAP funds are also used to improve home health and safety. Agencies are required to refer high energy usage households to Weatherization. **There is NO stipulation when referring LIHEAP and Weatherization customers between programs. Weatherization may refer customers to LIHEAP and vice versa.**

LIHEAP - ASSURANCE 16

The OEO will fund eligible entities with approved proposals to address the reduction of home energy needs in their community (2605(b)(16)). **Assurance 16 funds do not include additional administrative dollars.**

Proposals should include a ROMA Logic Model, Logic Model Narrative and Budget Narrative to address the following:

- A detailed description on how the agency will provide services that encourage and enable households to reduce their home energy needs and thereby need for energy assistance.
- The expected impact of such activities on the number of households served in the previous program year.
- The level of direct benefits and services provided to households in the previous program year.

A monthly LIHEAP Assurance 16 Program Status Report is due to OEO on the 15th of the month following the reporting month. All reports must be submitted in a timely manner; timeliness will be reported on risk assessments.

Assurance 16 Closeout Reporting

- How many households applied for services?
- How many households received services?
- The impact of households after services were received.

NEW!!! LIHEAP OUTREACH ACTIVITIES

Outreach is an important aspect of administering LIHEAP, both at the state and local level. Section 2605(b)(3) of the LIHEAP statutes allows grantees/subgrantees to conduct outreach activities designed to assure eligible households are made aware of LIHEAP assistance. Effective outreach means the most vulnerable households, or those the state has prioritized such as elderly or disabled, are made aware of LIHEAP. Effective outreach can also streamline the process.

LIHEAP Outreach Activities include:

- Written LIHEAP materials such as flyers, poster, bilingual materials, brochures, etc.
- Media announcements. Publish LIHEAP articles in local newspapers or broadcast targeted LIHEAP media announcements.
- Interpretation services. Toll-free phone lines and/or special assistance with language translation and interpretation services for deaf and blind LIHEAP applicants.
- Targeted outreach. Mail early applications to the elderly and disabled. Canvas neighborhoods. Conduct outreach to recipients of similar public assistance programs.

NOTE: LIHEAP Outreach Activities is to promote LIHEAP, ONLY. Advertisement and outreach **may not** include other agency programs or promotion of the agency. Collective advertisement and outreach requires shared costs between grants/programs.

OEO must approve each agency's LIHEAP Outreach Activities and budget prior to service delivery.

PROJECT SHARE (PS)

To extend the scope of LIHEAP funds; if a household's utility vendor participates in Project Share, those funds may be expended to provide an additional LIHEAP service.

Project Share Reporting

Project Share operates on a state fiscal year beginning July 1st and ending June 30th of the following year. All Project Share client assistance data is to be maintained in SC ROMA (DBA FACSPRO) and reported monthly on a separate Household or PSR Form for each fund source.

Project Share Exclusions

Project Share funds may not be used to purchase/install a window heat pump a/c unit, air conditioner, fan, heater or for repairs/replacement of HVAC systems. Project Share funds may not be used for administrative costs. Fans may be purchased with Duke Power Project Share funds without prior approval.

SCE&G PROJECT SHARE FUNDS

- Qualifying households may use SCE&G Project Share funds to pay outstanding utility bills or deposits, not to exceed \$1,000.
- SCE&G Project Share funds will continue to follow LIHEAP rules to include allowable charges as defined by OEO, with the exception of Tier Two.
- An agency may use SCE&G Project Share funds combined with LIHEAP as a supplemental service or as standalone service during the Program Year.

Tier One – LIHEAP Eligible Customers (At or Below 150% of FPL)

1. SCE&G Project Share funds may be used to satisfy outstanding allowable balances in conjunction with an SCE&G customer's LIHEAP Service. A maximum of two supplemental SCE&G Project

Share services may be rendered during the Program Year, not to exceed \$1,000.

- a) Example: Total Customer Bill = \$1,500 in allowable charges. Staff would charge \$1,000 to LIHEAP and the remaining \$500 to SCE&G Project Share. Customer is then eligible for a second Project Share service not to exceed \$500.
- b) Example: Total Bill = \$1,100, however, the bill includes illegal activity and/or non-utility charges totaling \$50. LIHEAP funds may pay \$1,000; SCE&G Project Share funds may pay \$50; and the customer is responsible for unallowable costs of \$50.

- 2. LIHEAP eligible customers with a documented need may receive a one-time SCE&G Project Share service, not to exceed \$1,000.

Tier Two – Customers exceeding 150% of the FPL
(Eligible at 151 – 200% of the FPL)

- 1. Income eligible customers with a documented need may receive a one-time SCE&G Project Share service, not to exceed \$1,000. Customer files must include a DBA application, current I.D, proof of household income, and a copy of the customer's current bill.

DUKE PROJECT SHARE FUNDS

Duke Project Share assistance may be provided as a separate service once during the program year. Therefore, two LIHEAP services and one Duke Project Share service may be provided to an eligible household. A customer cannot receive 2 LIHEAP or Duke Project Share and LIHEAP assistance within 30 days.

***Duke Power Project Share Fan Relief Fund –**
Other Requirements

- Any elderly citizen aged 60 or older, residing in a county served by Duke Power, in need of cooling assistance may receive a fan, not to exceed \$50 in value. One fan during the program year is allowed. The fan is a gift and is not to be counted as ECIP or DA assistance.
- In lieu of a fan, a one-time \$50 credit is available

during the program year only for income eligible Duke Power customers age 60 or older. Applicants must provide a copy or original of the current Duke Energy bill which is to be retained in the applicant's file. If given the \$50 credit, an applicant may also receive LIHEAP assistance, if program eligible and funds are available. Applicants who receive the \$50 credit may not also receive a fan.

- The \$50 credit assistance is one-time per year, per Duke Power household.

CRITERIA:	SCE&G	Duke Energy	Piedmont Natural Gas (PNG)
Except for *Duke Power Fan customers, eligible households may receive Project Share assistance using LIHEAP rules. A customer may be served with Project Share funds once during the program year. Agencies are encouraged to use Project Share Funds when possible to expand the outreach of LIHEAP funds. LIHEAP Rules: Maximum level of household assistance: <u>ECIP \$1,000 and Direct Assistance \$750.</u>	LIHEAP & additional SCE&G Rules	LIHEAP Eligibility Rules Must be DP customer, age 60+, serve once \$50 limit See Below	LIHEAP Eligibility Rules Heating only
The household must be the energy provider's residential customer, subsidized households included, for at least one type of fuel. A copy of a current or most recent billing statement verifying the household's residential customer status must be retained with the applicant's file. The applicant's "Home Address" must coincide with the service address on the billing statement. If address is different, refer to "other acceptable I.D".	Account info may be obtained from SCE&G website	See Below	√
The household must use electricity or natural gas to heat or cool the home. Secondary sources of heating are permitted. The authorized uses are payment of an energy bill to include reconnection fees, late fees, membership/franchise fees if required to establish service, if the applicant household can present proof that s/he is either a gas or electricity customer.	Electricity Natural Gas	Electricity Natural Gas	Electricity, Natural Gas, Propane, Kerosene, Wood, Coal.
Funds shall not be used for payment of administrative costs. Interest earned from Project Share funds maintained in an interest earning account may be retained.	√	√	√
Funds cannot be used for repairs or purchase of a home heating or cooling device.	Must have prior approval of SCE&G	√	√
Funds cannot be used for purchase of fans, air conditioners or heating device.	Requires prior approval	See Below	√
Funds should be expended from balances-on-hand for each county.	Clients must be SCE&G customers	See Below	√
Monthly reporting shall be on OEO Project Share FSR. Each report is to be completed and submitted to the OEO no later than the 15 th of the month following the reporting period. Please be advised that monthly revenue and expenditure activities are to be reported on these forms. Any agency retaining Project Share Funds exceeding \$20,000 will not receive additional funds until the balance is less than \$20,000.	√	√	√

NEW!!! LIHEAP DISASTER RELIEF

LIHEAP Disaster Relief measures may only be provided upon OEO directive. The following activities will be considered allowable uses of LIHEAP funds to deal with disaster relief crisis, particularly with respect to assistance for home energy related needs resulting from a hurricane or other natural disaster:

Allowable uses of LIHEAP funds for disasters

1. Costs to temporarily shelter or house individuals in hotels, apartments or other living situations in which homes have been destroyed or damaged, i.e., placing people in settings to preserve health and safety and to move them away from the crisis (rent and/or mortgage payments are not allowed)

2. Costs for transportation to move individuals away from the crisis area to shelters, when health and safety is endangered by loss of access to heating or cooling (based on season)
3. Utility reconnection costs
4. Repair or replacement costs for furnaces/air conditioners (based on season)
5. Coats and blankets, as tangible benefits to keep individuals warm (heating season only)
6. Crisis payments for utilities and utility deposits

Unallowable uses of LIHEAP funds for disasters

1. Payments for water/sewage and other non-energy-related costs
2. Mortgage or rent assistance

3. Utility assistance for households housing displaced victims UNLESS the household is already low income and qualifies for LIHEAP assistance
4. Ramps and wheelchairs
5. School uniforms and school supplies
6. Clothing (except for coats)
7. Mattresses, cots, air beds and pillows

Income Eligibility Requirement: The LIHEAP statute does not authorize waiving income eligibility guidelines (150% of the FPL or below); therefore, income eligibility must be verified before services may be provided. However, the LIHEAP statute permits LIHEAP grantees (OEO) the flexibility to provide services to households with at least one member who receives assistance under the TANF, SSI, and Food Stamp programs. Any consideration of eligibility that deviates from South Carolina's approved LIHEAP State Plan **must** be approved by OEO prior to the delivery of service.

Disaster Relief Application Processing Requirements: The LIHEAP statute authorizes the use of LIHEAP funds for "energy crisis intervention". The 48 and 18-hour time frames do not apply when a grantee is affected by a natural disaster.

NEW!!! LIHEAP APPEALS & FAIR HEARING

Section 2605(b) (13) of the LIHEAP statute (42 U.S.C. § 8624(b) (13)) requires that each applicant be given an opportunity to have a fair administrative hearing if he/she is denied assistance or if his/her application is not acted upon with reasonable promptness. **Each CAA must post South Carolina Office of Economic Opportunity's standardized statewide Appeal and Fair Hearing procedures in a visible location in each office, outlining the three levels of appeal.**

Levels of Appeal

- Applicants should first file a written appeal with the Community Action Agency in which he/she applied for service(s), requesting a formal hearing within 30 calendar days of the agency's Notice of Denial of Assistance/Services.
- If the appeal is denied at the Community Action Agency, the applicant may file a written appeal to the

Office of Economic Opportunity (OEO) within 20 calendar days of the agency's notification of their hearing decision. The written appeal shall be submitted to:

Attention: Legal Counsel
The South Carolina Department of Administration
 Office of Economic Opportunity
 1205 Pendleton Street, Suite 366
 Columbia, SC 29201

- If the appeal is further denied by OEO, the applicant may file a written appeal within 20 calendar days of the applicant's receipt of OEO's written hearing decision. The Department of Administration's Chief Legal Counsel will select a Hearings Officer to conduct the hearing within 30 days of receipt of the letter of appeal, utilizing the informal disposition procedures outlined in S.C. Code §§ 1-23-310 to 1-23-400 of the State Administrative Procedures Act.

The funds or services in question must be obligated (set aside) until a final decision is reached. If the applicant is successful, the funds or services will be provided to the applicant. If the applicant is unsuccessful, funds are to be reverted to Client Assistance and made available to eligible participants.

LIHEAP Checklist

FAMILY APPLICATION	YES	NO
TOTAL HOUSEHOLD INCOME DOCUMENTATION (Weekly/Bi-Weekly/Semi-Monthly/Monthly)	YES	NO
CURRENT AND LEGIBLE PICTURED ID	YES	NO
SOCIAL SECURITY NUMBERS (Entire Household)	YES	NO
ELECTRIC/GAS BILL or STATEMENT FROM VENDOR	YES	NO
PROPANE/ FUEL OIL BILL DELIVERY TICKET	YES	NO
DIRECT ASSISTANCE WORKSHEET	YES	NO
DIRECT ASSISTANCE SLAPP PLAN	YES	NO
ECIP: CURRENT UTILITY BILL/FINAL NOTICE Bill Date: _____ Cause of Emergency: _____	YES	NO
REFERRAL FORM (If Applicable)	YES	NO
VOUCHER/ CHECK NUMBER	YES	NO

COMPLETED BY: _____ DATE: _____

REVIEWED BY: _____ DATE: _____

LIHEAP HVAC Checklist

Household Application	YES	NO
Total Household Income Documentation (weekly/bi-weekly/semi-monthly/monthly)	YES	NO
Current and Legible Pictured ID	YES	NO
Proof of Social Security Numbers (All household members)	YES	NO
Professional Assessment <i>and</i> Itemized Cost Estimate <i>(Note: The assessment should justify the need for replacement versus repair. \$7,500 max. allows for equipment, labor, electrical, duct work, etc.)</i>	YES	NO
Proof of Manual J Calculation	YES	NO
Proof of Manual D Calculation (if ductwork is required)	YES	NO
Procurement Documents (to include proof of bids, current license, current insurance, Board approval (if required), contractor's agreement, etc.	YES	NO
Valid documentation of emergency <i>Notes should clearly explain how the customer previously heated/cooled the home.</i>	YES	NO
Receipt of service signed by the customer and vendor <i>(form should include a statement that operating instructions and warrant were provided to the customer).</i>	YES	NO
Voucher/ Check Number	YES	NO

**HVAC EMERGENCIES REQUIRE INSTALLATION WITHIN 14 DAYS
TO INCLUDE THE DATE OF APPLICATION.**

COMPLETED BY: _____ DATE: _____

REVIEWED BY: _____ DATE: _____

Sample LIHEAP Household Report

The LIHEAP Household Report--Long Format is for use by the 50 States, District of Columbia, and insular areas with annual LIHEAP allotments of \$200,000 or more. This Federal Report provides data on both LIHEAP recipient and applicant households for Federal Fiscal Year (FFY) 2018, the period of October 1, 2017 - April 30, 2018. The Report consists of the following sections: (1) **Recommended Long Format for LIHEAP Assisted Households** and (2) **Recommended Format for LIHEAP Applicant Households**. Data on assisted households are included in the Department's annual LIHEAP Report to Congress. The data are also used in measuring targeting performance under the Government Performance and Results Act of 1993. As the reported data are aggregated, the information in this report is not considered to be confidential.

There are two types of data: (1) **required data** which must be reported under the LIHEAP statute and (2) **requested data** which are optional. In response to House Report 103-483 and Senate Report 103-251. Both the LIHEAP Household Report--Long Format (the Excel file name is h1sprst.xls) and the instructions on completing the Report (the Word file name is h1sprins.doc) can be downloaded in the Forms sections of the Office of Community Services' LIHEAP web site at: www.acf.hhs.gov/programs/liheap/grantees/forms.htm#household_report. The spreadsheet is page protected in order to keep the format uniform. The items requiring a response are not page protected. However, other areas of the spreadsheet cannot be modified. For example, the number of assisted and applicant households can not be entered. Each total will be calculated automatically for each type of assistance by a formula when the poverty level data are entered.

Does the data below include estimated figures? No ☐ Yes ☐ Mark "X" in the second column below for each type of assistance that has at least one estimated data entry.

1. RECOMMENDED LONG FORMAT FOR LIHEAP ASSISTED HOUSEHOLDS

Type of assistance	Mark "X" to indicate estimated data	Number of assisted households	REQUIRED DATA					REQUESTED DATA		
			2018 HHS Poverty Guideline interval, based on gross income and household size	HHS Poverty Guideline interval, based on gross income and household size		Income data unavailable	At least one member who is		At least one member who is	
			Under 75% poverty	75%-100% poverty	101%-125% poverty	126%-150% poverty	Over 150% poverty	60 years or older (elderly)	Disabled (young child)	Elderly /Disabled (Young Child)
Heating		0	0	0	0	0	0	0	0	0
Cooling		0	0	0	0	0	0	0	0	0
Winter/Year Round Crisis		0	0	0	0	0	0	0	0	0
Summer Crisis		0	0	0	0	0	0	0	0	0
Other Crisis (specify)		0	0	0	0	0	0	0	0	0
Any type of LIHEAP assistance		0						0	0	0

2. RECOMMENDED FORMAT FOR LIHEAP APPLICANT HOUSEHOLDS (regardless of whether assisted)

Type of assistance	Mark "X" to indicate estimated data	Number of applicant households	REQUIRED DATA					REQUESTED DATA	
			Under 75% poverty	75%-100% poverty	101%-125% poverty	126%-150% poverty	Over 150% poverty	Income data unavailable	
Heating		0	0	0	0	0	0	0	
Cooling		0	0	0	0	0	0	0	
Winter/Year Round Crisis		5	3	2	0	0	0	0	
Summer Crisis		0	0	0	0	0	0	0	
Other Crisis (specify)		0	0	0	0	0	0	0	

Sample Assurance 16 Program Status Report

2019 LINEAP ASSURANCE 16 PROGRAM STATUS REPORT Program Term: January 1 - December 31, 2019												
Agency Name:	March	April	May	June	July	August	September	October	November	December	PT Totals	
Explanation of Fields:												
Number of participants enrolled in Assurance 16 during the current month (Do not include households who leave the program).	I) # of Participants Currently Enrolled	I) # of Participants Currently Enrolled	I) # of Participants Currently Enrolled	I) # of Participants Currently Enrolled	I) # of Participants Currently Enrolled	I) # of Participants Currently Enrolled	I) # of Participants Currently Enrolled	I) # of Participants Currently Enrolled	I) # of Participants Currently Enrolled	I) # of Participants Currently Enrolled	I) # of Participants Enrolled in PY 2019 (include participants who did not complete the program but received at least one Assurance 16 service incentive).	
Number of participants expected to receive energy because of Assurance 16 efforts. The number should not change for the PY.	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)	II) # of Participants Expected to Achieve Outcome in the PY (Target #)
Participant displaying positive outcome after agency intervention. Example: Household reduced energy usage cost when compared to previous month (compare April and March bills).	III) # Achieving Outcome in March (Actual #)	III) # Achieving Outcome in April (Actual #)	III) # Achieving Outcome in May (Actual #)	III) # Achieving Outcome in June (Actual #)	III) # Achieving Outcome in July (Actual #)	III) # Achieving Outcome in August (Actual #)	III) # Achieving Outcome in September (Actual #)	III) # Achieving Outcome in October (Actual #)	III) # Achieving Outcome in November (Actual #)	III) # Achieving Outcome in December (Actual #)	III) Total # Achieving Outcome in PY 2019 (III-IV)	
Adherence rate will compare actual results to the agencies target goal.	IV) % Achieving Outcome in Reporting Period (III-IV)	IV) % Achieving Outcome in Reporting Period (III-IV)	IV) % Achieving Outcome in Reporting Period (III-IV)	IV) % Achieving Outcome in Reporting Period (III-IV)	IV) % Achieving Outcome in Reporting Period (III-IV)	IV) % Achieving Outcome in Reporting Month (III-IV)	IV) % Achieving Outcome in Reporting Month (III-IV)	IV) % Achieving Outcome in Reporting Month (III-IV)	IV) % Achieving Outcome in Reporting Month (III-IV)	IV) % Achieving Outcome in Reporting Month (III-IV)	IV) % Achieving Outcome in PY 2019 (III-IV)	
Dollar amount will reflect the total Assurance 16 funds expended toward incentive services provided.	V) Total Assurance 16 Benefits Awarded in March (\$)	V) Total Assurance 16 Benefits Awarded in April (\$)	V) Total Assurance 16 Benefits Awarded in May (\$)	V) Total Assurance 16 Benefits Awarded in June (\$)	V) Total Assurance 16 Benefits Awarded in July (\$)	V) Total Assurance 16 Benefits Awarded in August (\$)	V) Total Assurance 16 Benefits Awarded in September (\$)	V) Total Assurance 16 Benefits Awarded in October (\$)	V) Total Assurance 16 Benefits Awarded in November (\$)	V) Total Assurance 16 Benefits Awarded in December (\$)	V) Total Assurance 16 Benefits Awarded to all Participants in PY 2019	
Report the total LINEAP dollar amount awarded in PY 2019 for current 2019 participants enrolled in Assurance 16.	VI) Previous LINEAP Benefit(s) Awarded in PY 2018 to Enrolled Participants (\$)	VI) Previous LINEAP Benefit(s) Awarded in PY 2018 to Enrolled Participants (\$)	VI) Previous LINEAP Benefit(s) Awarded in PY 2018 to Enrolled Participants (\$)	VI) Previous LINEAP Benefit(s) Awarded in PY 2018 to Enrolled Participants (\$)	VI) Previous LINEAP Benefit(s) Awarded in PY 2018 to Enrolled Participants (\$)	VI) Previous LINEAP Benefit(s) Awarded in PY 2018 to Enrolled Participants (\$)	VI) Previous LINEAP Benefit(s) Awarded in PY 2018 to Enrolled Participants (\$)	VI) Previous LINEAP Benefit(s) Awarded in PY 2018 to Enrolled Participants (\$)	VI) Previous LINEAP Benefit(s) Awarded in PY 2018 to Enrolled Participants (\$)	VI) Previous LINEAP Benefit(s) Awarded in PY 2018 to Enrolled Participants (\$)	VI) Total PY 2018 LINEAP Benefit(s) Awarded to all Assurance 16 Participants (\$)	
	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	

LIHEAP Glossary of Terms

Primary Heating – the main form of energy used by a household to heat its dwelling, either deliverable or a utility. (*For example, the household heats the dwelling with an HVAC system that is fueled by natural gas. Therefore, the agency would select “natural gas”. Other possible options include electric, propane, etc.*)

Secondary Heating – the other form of energy used by a household to satisfy only a portion of the heating requirements of a dwelling. (*For example, a dwelling uses a fireplace to supplement its primary heating. Therefore, the agency would select “wood”. Other possible options include kerosene, natural gas, electric, etc.*)

Heating Source – a type of device a household uses to heat the dwelling (where the source of heat comes from). (*Examples: central heat (HVAC), kerosene, propane, space heater, wood, etc.)*

Cooling Energy - the main form of energy used by a household to cool its dwelling. (*For example, the household cools the dwelling with a central HVAC system that is run by electricity. Therefore, the agency would select “electric”.*)

Cooling source – a type of device used to cool the home (where the source of cooling comes from). (*For example, a dwelling uses a window air conditioner to cool the home. Therefore, the agency would select “window air conditioner unit”. Other possible options include central air (HVAC), fan, etc.*)

Fuel Oil - the burnable liquids produced from crude oil. **Fuel Oil is commonly known as kerosene.**

Propane - a flammable hydrocarbon gas of the alkane series, present in natural gas and used as bottled fuel. (*Example Vendors: Suburban Propane, L.P. Gas Co., AmeriGas Propane, etc.*)

Natural Gas - flammable gas, consisting largely of methane and other hydrocarbons, occurring naturally underground (often in association with petroleum) and used as fuel. (*Example Vendors: SCE&G, Duke, Piedmont Natural Gas, etc.*)

Energy Burden - the expenditures of the household for home energy divided by the income of the household.

Energy Efficiency - the use of energy in an optimum manner to achieve the same service that could have been achieved using a common less efficient manner. LIHEAP considers both the energy burden of such household and the unique situation of such household that results from having members of vulnerable populations, including very young children, individuals with disabilities, and elderly individuals.

DBA System & Program Descriptions for LIHEAP

ECIP Heating/Cooling – LIHEAP crisis assistance provided in response to a situation that has already or poses an immediate risk to life, health and safety directly related to the home or home energy heating/cooling costs. Section 2604(c)(1)(2) of the LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

ECIP Window Air Conditioner – a LIHEAP crisis service that provides households a window air conditioner unit that otherwise reports no operable source of energy to cool the home. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

DBA System & Program Descriptions for LIHEAP *(continued)*

ECIP Heater – a LIHEAP crisis service that provides households a cost-effective and efficient heater that otherwise reports no operable source of energy to heat the home. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

ECIP Heat Pump - a LIHEAP crisis service that provides households a heat pump that otherwise reports no operable source of energy to heat or cool the home. A Heat Pump unit works both as an air conditioner and heater. *Ductless or Mini-split Heat Pumps* do not require air ducts. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

ECIP HVAC Repair – a LIHEAP crisis service that repairs a household's HVAC unit that otherwise reports no operable source of energy to heat or cool the home. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits.

ECIP HVAC/Installation – a LIHEAP crisis service that replaces a household's HVAC unit that otherwise reports no operable source of energy to heat/cool the home. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits. **ECIP HVAC Installation** allows the agency to pay a vendor's labor fee for the HVAC installation.

HVAC Intervention Services – an energy service provided to a household when HVAC repair/replacement exceeds 18 or 48 hours for installation. The LIHEAP Statute requires not later than 18-48 hours after a household applies for energy crisis benefits, the eligible entity (CAA) provide some form of assistance that will resolve the energy crisis if such household is qualified to receive such benefits. A household must be provided a safe source to heat/cool the home or temporary shelter until installation. Intervention services include heaters, fans or temporary shelter. *See LIHEAP Local Agency Programs for further information.*

LIHEAP Local Agency Programs – a system program that allows agencies to provide a LIHEAP benefit and pay multiple vendors in a single service. *(Example: An agency may pay to purchase an HVAC unit and also pay a separate contractor to install the unit. Using the LIHEAP Local Agency Programs, the system will attribute both payments to a single LIHEAP service, instead of counting them as two separate services.)*

Voucher Reference – when creating a voucher in DBA using “LIHEAP Local Agency Programs”, the **Reference** field dropdown provides options to detail the service provided. *(Example: Chimney sweep, HVAC Intervention Services (heaters, fans, or temporary shelter).*

DA Heating/Cooling – a LIHEAP nonemergency benefit to aid low-income households in meeting their home energy costs, particularly the vulnerable and those with the lowest incomes that pay a high proportion of household income for home energy.

Selected LIHEAP Assistance Payment Plan (SLAPP) – when a nonemergency LIHEAP benefit is applied to the client's bill incrementally, over a period of time. Fundamentally, SLAPP is a Direct Assistance benefit, only the full benefit amount may not be provided immediately if the household has a vendor that cannot detach unallowable charges. LIHEAP can only pay for costs associated with the heating/cooling of the home. If LIHEAP funds are used by vendors in ways that are different than what is described in the LIHEAP Statute and plan, this may constitute an improper use of funds. *(Reference LIHEAP IM 2010-13 Use of LIHEAP Funds Coordinated with Vendor Assistance Programs).*

LIHEAP Blankets – a LIHEAP service that allows blanket distribution as an energy assistance expense in addition to a LIHEAP nonemergency or crisis assistance, if funding is available and approved by OEO.

DBA System & Program Descriptions for LIHEAP *(continued)*

LIHEAP Assurance 16 - the LIHEAP Statute (Section 2605(b)(16)) allows States, at its option, to provide services that encourage and enable households to reduce their home energy needs and thereby the need for energy assistance. Assurance 16 activities must be approved by OEO.

LIHEAP Outreach Activities - Section 2605(b)(3) of the LIHEAP statutes allows grantees/subgrantees to conduct outreach activities designed to assure eligible households are made aware of LIHEAP assistance. LIHEAP Outreach Activities include written material, interpretation services, media announcements, etc. LIHEAP Outreach Activities is to promote LIHEAP, **ONLY**. Assurance 16 activities must be approved by OEO. (*Reference LIHEAP Outreach Activities*).

How to Use the ROMA Logic Model

Program Connections Using a Logic Model Framework Indicators and Outcomes

Need Statement (family level) Parents are not involved in their children's school activities	Outcome Statement (family level) Parents increase their involvement with children's school activities
Service 50 parents will participate in parent support group meetings during the school year.	Projected Indicators 50 out of 50 or 100% of parents will report helping with homework by the end of the school year. 30 out of 50 or 60% of parents will report that they communicated with the teacher within the school year 45 out of 50 or 90% of parents will report that they participated in school functions and meetings by the end of the school year.

Targets Identify the Scope of the Expected Results

Example of Results (Outcomes):

- Program participants pass the GED test and secure high school diploma
- Parents demonstrate increased knowledge of good parenting skills
- Customers obtain the necessary skills for jobs.

Example of Targets (Projected indicators):

- 30 of 50 participants (60%) will achieve a passing score on the GED exam within the program year to secure a diploma
- 25 out of 50 parents (50%) will achieve a passing score on a post test of knowledge related to parenting 30 days after the completion of the training program.
- 50 out of 100 customers (or 50%) in training classes will obtain skills within one year

How Do You Know?

Organization/Program: Adult Education			Level: _X_ family _ agency _ community		
Need	Service or Activity	Outcome	Indicator	Evidence	Data collection processes and personnel
Individuals in the community have no HS diploma or GED.	50 students will enroll in a year long GED test preparation class.	Program participants pass the GED test and secure a high school diploma	30 of 50 (60%) will achieve a passing score on the GED exam within the program year.	Output Measure: Attendance log from class. Outcome Measure: GED test scores, copy of diploma	Program attendance is logged during every class. GED test scores are logged by staff.
Mission Statement:					

What actually happened?

Projected Indicators	Actual Indicators
30 of 50 participants (60%) will achieve a passing score on the GED exam within the program year	28 of 50 participants (56%) actually achieved a passing score on the GED exam within the program year
25 out of 50 parents (50%) will achieve a passing score on a post test of knowledge related to parenting 30 days after the completion of the training program.	26 out of 50 parents (52%) actually achieved a passing score on a post test of knowledge related to parenting 30 days after the completion of the training program.
50 out of 100 customers (or 50%) in training classes will obtain skills within one year	55 out of 100 customers (or 55%) in training classes actually obtained skills within one year

Note: This is a planning logic model and does not have an Actual Column Included or NPIs featured.

Agency Ability to Target

Targeting Success Calculation

GED follow up: 28 achieved / 30 were projected to achieve = a 93% accuracy rate for our targets.

Parenting Knowledge follow up: 26 achieved / 25 were projected to achieve = a 104% accuracy rate for our targets.

Job Skills follow up: 55 achieved / 50 were projected to achieve = a 110% accuracy rate for our targets.

OFFICE OF ECONOMIC OPPORTUNITY (OEO/State)

CSBG & LIHEAP STAFF INFORMATION:

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This guide is subject to change at any time during the program year.

2019 COMMUNITY ACTION AGENCY SUBGRANTEES/ELIGIBLE ENTITIES

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